COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
Valley Division	Valley	Public Reaction
Inspected by:	Date:	
Sgt. S. Merchan	10/09/09	

r age 1 of 3

	Inspection de la composition della composition d	on number. Under "Forwent shall be utilized to do	ard to:" enter the nex cument innovative pr	
TYPE OF INSPECTION ☑ Division Level ☐ Command Level ☐ Executive Office Level		Total hours expended on the inspection: 2		☐ Corrective Action Plan Included ☐ Attachments Included ☐
Follow-up Required:	Forwa	rd to:		
☐ Yes	Due D	ate:		
Chapter Inspection:	750910		men seakan.	可可能是 经验证实 证的
Inspector's Comments Regar None. Command Suggestions for Sine.			:	
Inspector's Findings:				
area's media resources in the	dissen be attr	nination of safety a ibuted to the open	s it relates to th door policy with	message and making use of the ne Strategic Plan. The basis for n Valley Division's Chiefs and their ovement.
Commander's Response:	Concu	ır or 🗌 Do Not Cor	cur (Do Not Cond	cur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged,

COMMAND INSPECTION PROGRAMFXCEPTIONS DOCUMENT

age 2 of 3

Command:	Division:	Chapter:
Valley Division	Valley	Public Reaction
Inspected by:		Date:
Sgt. S. Merchant		10/09/09

		_=======
etc.)		
None		

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

age 3 of 3

Command:	Division:	Chapter:
Valley Division	Valley	Public Reaction
Inspected by:		Date: 10/09/09
Sgt. S. Merchan	10/09/09	

			N. W. T. F	549 110	- William - 200	Hwa Je		
Required Action	1 124	Til rentiti		7, 1		TISE !	1000	100
Corrective Action Plan/Timeline	10000	30 3	I - I - II		Wall to all			

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 10/2005
	INSPECTOR'S SIGNATURE	0 - 09 - 04
Reviewer discussed this report with employee Concur Do not concur	REVIEWEDS SIGNATURE .	10/29/09

AREA MANAGEMENT EVALUATION PUBLIC REACTION

'P 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Valley Division	Valley	201
EVALUATED BY		DATE
Sgt. S. Merchant		10/09/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	evaluation rmal Evaluation	mal Evaluation	SUSPENSE DATE			
FOLLOW-	UP REQUIRED PS ☑ No	☐ Correction Report	COMMANDER'S REVIEW		DATE 10/09/20	09
1. CO	MMUNITY OPINION		EVALUATED Yes	ACTION REQUIRED NO	CORRECTED	
a. I	How does the community as	a whole feel about the Departmen	t? I believe that there is	a very good perception of	of the Depa	rtment.
(Do all sectors of the com	nmunity have the same opinion?			☐ Yes	☑ No
b. l	Has good rapport been estab	olished with leaders within the com	munity?		✓ Yes	□No
с. [Do people believe the Depart	tment represents their best interes	ts?		✓ Yes	□No
d. [Does the Department have th	ne reputation of impartially enforcin	ng laws?		✓ Yes	□No
е. [Do people in the community t	feel the Department is doing a goo	od job?		✓ Yes	□No
l. I	How does the reputation of th	ne Department compare with other	agencies in the area?	The feedback that I have	received is	that the
(CHP is the premier law enfo	rcement agency in the area.				-
2. THE	OFFICER AND PUBLIC CO	ONTACTS	Yes EVALUATED	ACTION REQUIRED	CORRECTE)
a. V	What procedures have been	established to handle positive and	or negative comments b	y pleased/displeased m	otorists? T	he Valley
I	Division PIO handles citizen's	s inquiries online with dissemination	on to area commanders for	r follow-up and via our 8	877-CHP-1	929 number.
(1)	What is the ratio of complime	ents to complaints? 85:15				
(2	2) Does it appear officers a	re making successful public contac	cts?		✓ Yes	□ No
(3	3) Is recognition given to the	e complimented officers?			✓ Yes	□ No
	(a) How? Numerous ca	alls and public statements related	what a great job our offic	eers are doing.		
(4	4) Has an effort been made	to determine why some officers a	re more successful at po	sitive public contacts?	✓ Yes	□No
(5	5) Are officers with patterns	of complaints provided with correct	ctive training and directio	n?	✓ Yes	□No
b. B	sased on information from the	e public appearing at the Area offic	ce to clear citations, what	is the general opinion c	of Area offic	ers? Very
V	vell received. The citations	are generally cleared by the front	desk officer.			
(1	What is the opinion of the	e public appearing at court regarding	ng Area officers? I have	not heard any negative f	feedback.	
)						

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(2) What, if any, other methods are utilized to determine public	opinion of Area officers	? Division area advises	the availabi	ility of the
	C	omplaint process for unhappy citizens and will also actively a	sccept compliments of o	fficers via letters or via c	officer 100	forms.
3.	NEW	/S MEDIA	EVALUATED Yes	ACTION REQUIRED No	CORRECTED)
	a. H	ave guidelines been established to foster harmonious relations	s with the new media?		✓ Yes	□No
	(1) Does the media treat the Department favorably?		1	✓ Yes	□No
	(2) Are media representatives satisfied with their relationship w	vith the Department?		✓ Yes	□No
		(a) Has good rapport been established between Area pers	sonnel and the media?		✓ Yes	□No
	(3) Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No
	b. Ha	ave procedures been established for the routine dissemination	of accident/incident info	ormation?	✓ Yes	□No
	(1) Is "Code 20" or a similar device used for more spectacular incidents?				✓ Yes	□No
	(a) How are other kinds of news information disseminated to the media? Valley Division will send out Pr					s and will
		also telephone the different News Desks.				
	c. Ar	e there specially prepared and coordinated programs to hand	le specific traffic problen	ns?	✓ Yes	□No
	(1)	Are multi-lingual programs emphasized?			✓ Yes	□No
	(2)	Are public affairs press releases distributed to the public in	a timely manner?		✓ Yes	□No
	(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d. Ho	ow are releases produced by headquarters distributed? They	ed to each	area's Public		
	In	formation Officer for area-wide dissemination.				
	(1)	Is there follow-up to ensure releases are received in a timel	y manner, and meet the	needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items concerning	ng the Department? Put	olic Information Officers	3	
		(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3)	Are harmonious relations established and maintained with t	he media by the PAO?		✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	SCH	DOLS	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
a	ı. Ha	s the commander identified problems that should be resolved	150.65	3322	✓ Yes	□No
	(1)	Who supervises the program?			- Yes_	□No
	(2)	Is preplanning evident in the school program?			✓ Yes	□No
	(3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
)	(4)	Are activities discussed and planned with school administration	tors?		✓ Yes	□No
-	(5)	Has the program been approved by the commander?			✓ Yes	□No
						<u>—</u>

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

'2 453H (Rev. 5-06) OPI 009

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(6)	Does the program follow departmental priorities?			✓ Yes	☐ No
(7)	Are all grade levels included?			✓ Yes	□No
(8)	How is the success of the program measured? The probl	ems associated with El Do	orado County Schools	is directly in	volved with
	traffic. It was addressed by patrol and assessed by meeting	ng with school administrat	tors for feedback.		
(9)	Is it successful?			✓ Yes	□No
(10) Are activities coordinated in conjunction with Division rec	ruitment efforts?		✓ Yes	□No
PUB	IC AFFAIRS PROGRAM	Yes EVALUATED	ACTION REQUIRED No	CORRECTED	>
a. Ha	s the commander identified problems that should be resolve	ed through the Public Affair	rs Program?	✓ Yes	□ No
(1)	Does the Public Affairs Program reach all appropriate ground	ups within the community?		✓ Yes	□No
(2)	Are ethnic groups' problems considered?			✓ Yes	□No
(3)	Are bilingual officers utilized?			✓ Yes	□No
(4)	Is the current Strategic Plan emphasized when and where	appropriate?		✓ Yes	□No
o. Do	es the commander keep the PAO fully briefed on current sit	uations which may be new	sworthy?	✓ Yes	□No
(1)	Does the PAO report directly to the commander on public	affairs matters?		✓ Yes	□No
(2)	Does the PAO concentrate most of his/her efforts toward s	trategic goals other depar	tmental concerns?	✓ Yes	□No
(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
(4)	What action does the commander initiate when the goals of	of the Strategic Plan are no	ot adequately addresse	d? This ha	s not been an
	issue.				
(5)	Is the PAO addressing issues assigned to him/her in a time	ely manner?		✓ Yes	□No
. Is th	e commander involved in public contacts?			✓ Yes	□No
(1)	Is membership maintained in a service club, safety council	, etc.?		✓ Yes	□No
(2)	Does the commander accept regular speaking engagemen	nts, or are these delegated	to subordinates? The	Commande	er and Chiefs
	all perform regular speaking engagements.				
	(a) If experience is lacking, is the commander doing anyth	ning to correct this?	N/A	- ☐ Yes	No
(3)	Are supervisors involved in the community?			✓ Yes	□No
	(a) Do they make public appearances?			✓ Yes	□No
	(b) Is training provided for those who lack experience?			✓ Yes	□No
(4)		ach the public affairs progra	am has	✓ Yes	□No
				✓ Yes	□ No
	(6) (7) (8) (9) (10) PUBL (1) (2) (3) (4) (2) (3) (4) (5) (5) (1) (2) (3) (4) (4) (5) (5) (1) (2) (3) (4) (4)	(6) Does the program follow departmental priorities? (7) Are all grade levels included? (8) How is the success of the program measured? The problemation of the program of the program of the problemation of the problematical of th	(7) Are all grade levels included? (8) How is the success of the program measured? The problems associated with EI Detaffic. It was addressed by patrol and assessed by meeting with school administrat (9) Is it successful? (10) Are activities coordinated in conjunction with Division recruitment efforts? PUBLIC AFFAIRS PROGRAM A. Has the commander identified problems that should be resolved through the Public Affair (1) Does the Public Affairs Program reach all appropriate groups within the community? (2) Are ethnic groups' problems considered? (3) Are billingual officers utilized? (4) Is the current Strategic Plan emphasized when and where appropriate? (5) Does the commander keep the PAO fully briefed on current situations which may be new (1) Does the PAO report directly to the commander on public affairs matters? (2) Does the PAO concentrate most of his/her efforts toward strategic goals other depard (3) Does the PAO review the Strategic Plan quarterly? (4) What action does the commander initiate when the goals of the Strategic Plan are not issue. (5) Is the PAO addressing issues assigned to him/her in a timely manner? Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, etc.? (2) Does the commander accept regular speaking engagements, or are these delegated all perform regular speaking engagements. (a) If experience is lacking, is the commander doing anything to correct this? (3) Are supervisors involved in the community? (a) Do they make public appearances? (b) Is training provided for those who lack experience?	(6) Does the program follow departmental priorities? (7) Are all grade levels included? (8) How is the success of the program measured? The problems associated with El Dorado County Schools traffic. It was addressed by patrol and assessed by meeting with school administrators for feedback. (9) Is it successful? (10) Are activities coordinated in conjunction with Division recruitment efforts? PUBLIC AFFAIRS PROGRAM PUBLIC AFFAIRS PROGRAM Action Required No a. Has the commander identified problems that should be resolved through the Public Affairs Program? (1) Does the Public Affairs Program reach all appropriate groups within the community? (2) Are ethnic groups' problems considered? (3) Are billingual officers utilized? (4) Is the current Strategic Plan emphasized when and where appropriate? (5) Does the PAO report directly to the commander on public affairs matters? (2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? (3) Does the PAO review the Strategic Plan quarterly? (4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addresse issue. (5) Is the PAO addressing issues assigned to him/her in a timely manner? Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, etc.? (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The all perform regular speaking engagements and the approach the public affairs program has	(6) Does the program follow departmental priorities? (7) Are all grade levels included? (8) How is the success of the program measured? The problems associated with EI Dorado County Schools is directly in traffic. It was addressed by patrol and assessed by meeting with school administrators for feedback. (9) Is it successful? (10) Are activities coordinated in conjunction with Division recruitment efforts? (17) Are activities coordinated in conjunction with Division recruitment efforts? (18) Are activities coordinated in conjunction with Division recruitment efforts? (19) As a call with the commander identified problems that should be resolved through the Public Affairs Program? (2) Yes (3) Are ethnic groups' problems considered? (4) Is the current Strategic Plan emphasized when and where appropriate? (5) Does the commander keep the PAO fully briefed on current situations which may be newsworthy? (8) Does the PAO report directly to the commander on public affairs matters? (9) Yes (10) Does the PAO concentrate most of his/her efforts toward strategic peals other departmental concerns? (11) Yes (12) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? This ha issue. (5) Is the PAO addressing issues assigned to him/her in a timely manner? (10) Is membership maintained in a service club, safety council, etc.? (11) Is membership maintained in a service club, safety council, etc.? (12) Yes (13) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Commander all perform regular speaking engagements, or are these delegated to subordinates? The Commander all performs regular speaking engagements, or are these delegated to subordinates? The Commander all performs regular speaking engagements, or are these delegated to subordinates? The Commander all performs regular speaking engagements.

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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d	. Are all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM TXCEPTIONS DOCUMENT

Command:	Division:	Chapter:	
Placerville	Valley	8	
Inspected by:		Date:	
D. Stark		10/27/09	

rage 1 of 2

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	Inspection de la comme	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the nex sument innovative pra	Il in the blanks as indicated. Enter the chapter kt level of command where the document actices, suggestions for statewide a used if additional space is required.
TYPE OF INSPECTION Division Level Command Level Executive Office Level		Total hours expended inspection:	d on the	☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required:	Forwa	rd to: Valley Division		
☐ Yes	Due D	ate:		
Chapter Inspection:				
Inspector's Comments Regar	ding Ir	nnovative Practices		
None. Command Suggestions for Solutions None.	tatewic	le Improvement:		
Inspector's Findings:				
See attached CHP 453(h) forn				
Commander's Response: ⊠	Concu	ır or ☐ Do Not Con	cur (Do Not Conc	cur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged,

etc.)

COMMAND INSPECTION PROGRAM"XCEPTIONS DOCUMENT

rage 2 of 2

Command:	Division:	Chapter:	
Placerville	Valley	8	
Inspected by:		Date:	
D. Stark		10/27/09	

		(II) HAT VIII (II)	
Required Action			
	30 J. 18 L. C. 1831 July 1		
Corrective Action Plan/Timeline			
None			

None.

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 10/27/09
(Occ 111 M O.1, Onapter o for appear procedures.)	SUSPECTOR'S SIGNATURE OUT (IN V. STANK	DATE 10/27/09
☒ Reviewer discussed this report with employee☒ Concur☒ Do not concur	REVIEWER'S SIGNATURE	DATE 11/19/29

AREA MANAGEMENT EVALUATION PUBLIC REACTION

4P 45314 (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Placerville	Valley	245
EVALUATED BY		DATE
D. Stark		10/27/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	of Evaluation Formal Evaluation	rmal Evaluation	SUSPENSE DATE			
	W-UP REQUIRED Yes V No	☐ Correction Report	COMMANDER'S REVIEW	For 44-L		28/09
1. C	OMMUNITY OPINION		10/27/2009	ACTION REQUIRED	CORRECTED)
a.	How does the community a	s a whole feel about the Departn	nent? The Department is see	n as an integral part of l	El Dorado (County
	and vital to the safety of me	otorists in the community.				
	(1) Do all sectors of the co	mmunity have the same opinion	?		✓ Yes	□No
b.	Has good rapport been esta	ablished with leaders within the c	ommunity?		✓ Yes	□No
C.	Do people believe the Depa	artment represents their best inte	rests?		✓ Yes	□No
d.	Does the Department have	the reputation of impartially enfo	rcing laws?		✓ Yes	□No
e.	Do people in the community	feel the Department is doing a	good job?		✓ Yes	□No
f.	How does the reputation of	the Department compare with ot	ther agencies in the area? (Officers in the field are of	often compl	imented
	in their conduct and profes	sionalism when compared to oth	er agencies in the area.			
2. T	HE OFFICER AND PUBLIC	CONTACTS	EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED)
а.	What procedures have bee	n established to handle positive	and/or negative comments b	y pleased/displeased m	otorists? C	omments
	from motorists are handled	according to Departmental policy	and supervisors have open	communication with offi	cers to rela	y feedback.
(1) What is the ratio of complin	ments to complaints?				
	(2) Does it appear officers	are making successful public co	ntacts?		Yes	□No
	(3) Is recognition given to	the complimented officers?			Yes	☐ No
	(a) How? Verbal and	Written recognition such as 10	0 Form comments or Comm	endable Form 2.		
	(4) Has an effort been mad	de to determine why some office	rs are more successful at po	sitive public contacts?	✓ Yes	□No
	(5) Are officers with pattern	ns of complaints provided with co	orrective training and direction	n?	√ Yes	□No
b.	Based on information from	the public appearing at the Area	office to clear citations, wha	t is the general opinion o	of Area offic	ers?
	Officers are seen as impart	ial and fair in their enforcement	of traffic law. Few member	s of the public appear a	t the Area t	o express
	anger or a negative reaction	towards officers.				
	(1) What is the opinion of t	he public appearing at court rega	arding Area officers? Many	members of the public l	nave often i	emarked in
	court that officers wer	e polite, kind and impartial. Ver	ry few have expressed feeling	g that they were singled	l out or trea	ted unfairly.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

1P 45311 (Rev. 5-06) OPI 009

Ξ	/6:				•		
	(2)	What, if any, other methods are utilized to determi	ne public o	opinion of Area officers	?		
v. 1	NEWS	S MEDIA		EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED	
а	ı. Ha	eve guidelines been established to foster harmonious	s relations	with the new media?		✓ Yes	□No
	(1)	Does the media treat the Department favorably?				✓ Yes	□No
	(2)	Are media representatives satisfied with their relat	tionship wi	th the Department?		✓ Yes	□No
		(a) Has good rapport been established between	Area perso	onnel and the media?		✓ Yes	□No
	(3)	Have personnel emphasized the Strategic Plan go	als when	possible and applicable	9?	√ Yes	□No
b	. На	ove procedures been established for the routine disse	emination	of accident/incident inf	ormation?	✓ Yes	□No
	(1)	Is "Code 20" or a similar device used for more spe	ectacular ir	ncidents?		✓ Yes	□No
		(a) How are other kinds of news information disse	eminated t	o the media? Via tele	phonic interviews, press	s releases and	d field
		interviews.					
С	. Are	e there specially prepared and coordinated programs	s to handle	e specific traffic probler	ns?	✓ Yes	□No
	(1)	Are multi-lingual programs emphasized?				☐ Yes	✓ No
	(2)	Are public affairs press releases distributed to the	public in a	timely manner?		✓ Yes	□ No
	(3)	Is there adequate media involvement at local Area	events?			✓ Yes	□No
d	l. Ho	w are releases produced by headquarters distribute	ed? The re	eleases are sent or faxe	d to local area newspap	er.	
	(1)	Is there follow-up to ensure releases are received	in a timely	manner, and meet the	e needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items	concernin	g the Department? Of	ficer D. Stark, 13463.		
		(a) Are significant items sent to headquarters?				✓ Yes	□ No
	(3)	Are harmonious relations established and maintain	ned with th	ne media by the PAO?		✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activ	/ities?			✓ Yes	□No
	SCHO	DOLS		EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED	ķ.
а	. Ha	s the commander identified problems that should be	e resolved	through the public affa	irs program?	✓ Yes	☐ No
	(1)	Who supervises the program?				☐Yes	□No
	(2)	Is preplanning evident in the school program?				✓ Yes	□No
	(3)	Is the program designed and directed toward the s	solution of	specific problems?		✓ Yes	□ No
	(4)	Are activities discussed and planned with school a	administrat	ors?		✓ Yes	□ No
	(5)	Has the program been approved by the command	ler?			✓ Yes	□No

AREA MANAGEMENT EVALUATION PUBLIC REACTION

	(6)	Does the program follow departmental priorities?			✓ Yes	☐ No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? Some programs have co	urse evaluat	ion forms which are ke	ept on file.	Other
		programs use verbal and written feedback from the schools.				
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recruitment effort	s?		✓ Yes	□No
5. I	PUBI	LIC AFFAIRS PROGRAM EVALUATED 10/27/2009)	ACTION REQUIRED	CORRECTED	
a.	На	s the commander identified problems that should be resolved through the	Public Affair	s Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups within the	community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where appropriate?			✓ Yes	□No
b,	Do	es the commander keep the PAO fully briefed on current situations which	may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affairs matters	?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?			✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the Strategic	Plan are no	t adequately addresse	d?	
				_		
	(5)	Is the PAO addressing issues assigned to him/her in a timely manner?			✓ Yes	□No
C,	ls ti	he commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, etc.?			✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements, or are the	se delegated	to subordinates? The	commande	r speaks at
		appropriate venues but when he is not available the PIO or appropriate	supervisor w	rill often attend these e	vents.	
		(a) If experience is lacking, is the commander doing anything to correct	this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			✓ Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach the public taken towards them?	affairs progr	am has	√ Yes	□No
	_	(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

니P 453년 (Rev. 5-06) OPI 009

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	√ Yes	□No

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Command: TRACY	Division: Valley	Chapter: HPG 22.1 Ch 8
Inspected by: Sgt Pat White		Date: 10/01/2009

Page 1 of 3

rage 1013			
number of the inspection in the Chapter I shall be routed to and its due date. This	nspection docume	on number. Under "Forward to:" enter on the shall be utilized to document innova	y, or fill in the blanks as indicated. Enter the chapter the next level of command where the document tive practices, suggestions for statewide may be used if additional space is required.
TYPE OF INSPECTION Division Level Command Le Executive Office Level	evel	Total hours expended on the inspection:	☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required: ☐ Yes ⊠ No	Forwa	rd to: ate: 10/15/2009	
Chapter Inspection: HPG 22.1 Inspector's Comments Regard			
Command Suggestions for Sta	atewic	le Improvement:	
			al agencies. They are actively involved inutes, Sober Graduation, etc.).
Commander's Response: ⊠ (Concu	r or □ Do Not Concur (Do No	t Concur shall document basis for response)
*nspector's Comments: Shall a	ddress	non concurrence by commander (e.g., findings revised, findings unchanged,

COMMAND INSPECTION PROGRAM FXCEPT!ONS DOCUMENT

Page 2 of 3

Command:	Division:	Chapter:
TRACY	Valley	HPG 22.1 Ch 8
Inspected by: Sgt Pat White		Date: 10/01/2009

CCMMAND INSPECTION PROGRAM TXCEPTIONS DOCUMENT

Page 3 of 3

Command:	Division:	Chapter:
TRACY	Valley	HPG 22.1 Ch 8
Inspected by:		Date:
Sgt Pat White		10/01/2009

Required Action	STATE OF THE STATE	
Corrective Action Plan/Timeline		

Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE 10/02/09
the reviewer.	and dampa	10/02/09
(See HPM 9.1, Chapter 8 for appeal procedures.)	for one	
	INSPECTOR'S SIGNATURE	DATE
	to h. Whit	10/02/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE
employee	///////////////////////////////////////	1/0
Concur Do not concur	+ 1/1 / Mmalach	10/0/09
Do not contain	The state of the s	11-11-1

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Tracy	Valley	
EVALUATED BY		DATE
Sgt. Pat White		09/30/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informal Evaluation In				
EOU OWATE DECLIEFED	10/15/2009	Inve		
☐ Yes ☑ No BY	EVALUATED ACTION REQUIRED	10 /2 /09		
1. COMMUNITY OPINION	CORRECTED			
a. How does the community as a whole feel about the Department?	The Department has good relations within the	Community. The		
Department is received positively within the community.				
(1) Do all sectors of the community have the same opinion?		✓ Yes □ No		
b. Has good rapport been established with leaders within the commu	unity?	✓ Yes □ No		
c. Do people believe the Department represents their best interests?	?	✓ Yes □ No		
d. Does the Department have the reputation of impartially enforcing	laws?	✓ Yes □ No		
e. Do people in the community feel the Department is doing a good j	job?	✓ Yes □ No		
f. How does the reputation of the Department compare with other ag	gencies in the area? Tracy P.D. and the C.H.P.	both have a		
positive reputation within the community.				
2. THE OFFICER AND PUBLIC CONTACTS	Yes No	CORRECTED		
a. What procedures have been established to handle positive and/or	r negative comments by pleased/displeased mot	torists? Citizen		
concerns are addressed through PIO presentations, traffic complain	nt log and SEU enforcement.			
(1) What is the ratio of compliments to complaints?				
(2) Does it appear officers are making successful public contacts	?	✓ Yes □ No		
(3) Is recognition given to the complimented officers?		✓ Yes □ No		
(a) How? 100 form comments, letters of appreciation by ci	itizens are initialed by commander and placed in	n Officer files.		
(4) Has an effort been made to determine why some officers are	more successful at positive public contacts?	✓ Yes □ No		
(5) Are officers with patterns of complaints provided with corrective	ve training and direction?	☑ Yes □ No		
b. Based on information from the public appearing at the Area office	to clear citations, what is the general opinion of	Area officers? The		
public appreciates the Department not requiring a fee to clear cita	ations. They perceive that the citations are for s	afety reasons and not		
money generation for the Department.				
(1) What is the opinion of the public appearing at court regarding	Area officers? The public generally believes the	e Department is		
impartial and the officers are doing their jobs.				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(2)	What, if any, other methods are utilized to determine public	opinion of Area o	fficers?	Talking to community	y leaders an	d the general
	pι	ıblic.					
3.	NEW	S MEDIA	Yes Yes		ACTION REQUIRED No	CORRECTED	
á	а. На	ave guidelines been established to foster harmonious relations	with the new me	dia?		✓ Yes	□No
	(1)	Does the media treat the Department favorably?				✓ Yes	□No
	(2)	Are media representatives satisfied with their relationship w	ith the Departme	nt?		✓ Yes	□No
		✓ Yes	□No				
	(3)	Have personnel emphasized the Strategic Plan goals when	possible and app	licable?)	✓ Yes	□No
t	. Ha	ve procedures been established for the routine dissemination	of accident/incid	ent info	mation?	✓ Yes	□No
	(1)	Is "Code 20" or a similar device used for more spectacular i	ncidents?			✓ Yes	□No
		(a) How are other kinds of news information disseminated	to the media? ${ m Pr}$	ess rele	ases and direct commu	nication wi	th reporters.
		For the Labor Day MEP the Commander did a Traffic Safe	ety PSA for the lo	cal netv	vork.		
C	. Are	e there specially prepared and coordinated programs to handl	e specific traffic p	roblem	\$?	✓ Yes	□No
	(1)	Are multi-lingual programs emphasized?				☐ Yes	✓ No
	(2)	Are public affairs press releases distributed to the public in a	a timely manner?			✓ Yes	□No
	(3)	Is there adequate media involvement at local Area events?				✓ Yes	□No
0	. Но	w are releases produced by headquarters distributed? They	are forwarded to	the Are	a PIO who disseminat	es according	gly.
	(1)	Is there follow-up to ensure releases are received in a timely	y manner, and me	eet the r	needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items concerning	ng the Departmen	t? PIO	primarily.		
		(a) Are significant items sent to headquarters?				✓ Yes	□No
	(3)	Are harmonious relations established and maintained with the	ne media by the F	PAO?		✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?				✓ Yes	□No
4.	сно	POLS	EVALUATED Yes		ACTION REQUIRED No	CORRECTED	0.
а	. Ha	s the commander identified problems that should be resolved	through the publi	ic affairs	program?	✓ Yes	□No
	(1)	Who supervises the program?				✓ Yes	□No
	(2)	Is preplanning evident in the school program?				✓ Yes	□No
	(3)	Is the program designed and directed toward the solution of	specific problem	s?		✓ Yes	□No
)	(4)	Are activities discussed and planned with school administration	tors?			✓ Yes	□No
	(5)	Has the program been approved by the commander?				✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?		✓ Yes	□No
	(7)	Are all grade levels included?		✓ Yes	□No
	(8)	How is the success of the program measured? Obtaining feedback from s	tudents and/or parents, a	nd school administ	rators.
	(9)	Is it successful?		✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recruitment efforts?		✓ Yes	□No
5.	PUBI	LIC AFFAIRS PROGRAM EVALUATED Yes	ACTION REQUIRED	CORRECTED)
a	a. Ha	s the commander identified problems that should be resolved through the Pu	blic Affairs Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups within the cor	nmunity?	✓ Yes	□No
	(2)	Are ethnic groups' problems considered?		✓ Yes	□No
	(3)	Are bilingual officers utilized?		✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where appropriate?		✓ Yes	□No
b	. Do	es the commander keep the PAO fully briefed on current situations which ma	y be newsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affairs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals of	ner departmental concerr	ns?	□No
)"	(3)	Does the PAO review the Strategic Plan quarterly?		✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the Strategic P	an are not adequately a	ddressed? This ha	s not been a
		problem.			
	(5)	Is the PAO addressing issues assigned to him/her in a timely manner?		✓ Yes	□No
С	. Is ti	ne commander involved in public contacts?		✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, etc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements, or are these	delegated to subordinate	s? The Area Com	mander takes
		the initiative to speak to the community when the opportunity presents its	lf. She has made a publ	ic service announce	ement
		(CH. 26), attended National Night Out, Tracy Bean Festival and spoke to	community leaders.		
		(a) If experience is lacking, is the commander doing anything to correct this	s?	✓ Yes	□No
	(3)	Are supervisors involved in the community?		✓ Yes	□No
		(a) Do they make public appearances?		✓ Yes	□No
		(b) Is training provided for those who lack experience?		✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach the public affitaken towards them?	airs program has	✓ Yes	□No
).		(a) Are action steps being addressed in a timely manner?		✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	√ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM

EXCEPTIONS DOCUMENT

Þ	a	ae	1	O'	f 2

Command: Yuba Sutter	Division: Valley	Chapter:
Inspected by:	Date:	
S. Klocker, #10	10/09/2009	

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, con	Inspection docume	on number. Under "Forwa ent shall be utilized to doc	ard to:" enter the nex ument innovative pra			
TYPE OF INSPECTION Division Level Command Level		Total hours expended inspection:	d on the	Corrective Action Plan Included		
Executive Office Level				Attachments Included		
Follow-up Required:	Forwa	rd to:				
☐ Yes	Due D	ate:				
Chapter Inspection: Chapter	8 – Pı	ublic Reaction		MARKINES DE CATALISME		
Inspector's Comments Regar	ding Ir	novative Practices				
None.						
Command Suggestions for S	tatewic	de Improvement:				
None.						
Inspector's Findings:						
The Area's positive reputation	is enh	anced by a very ac	tive Public Info	rmation Officer.		
Commander's Response: 💢	Concu	ır or 🗌 Do Not Con	cur (Do Not Cond	cur shall document basis for response)		
Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged,						
etc.)	uuui 633	Tion concurrence by c	ominandor (c.g., 11	mango revisea, intaings anonangea,		

STATE OF C. 'JFC?'NIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

COMMAND INSPECTION PROGRAM

EXCEPTIONS DOCUMENT

Page 2 of 2

8
Date:
10/09/2009

Required Action	
Corrective Action Plan/Timeline	
No corrective action.	

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	10/1/09
	INSPECTOR'S SIGNATURE	DATE 1/09
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	phula
	11/4 Jungin	19 101

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA DIVISION		NUMBER
Yuba-Sutter Valley		285
EVALUATED BY	DATE	
Officer Jacquinot,	#17710	09/23/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		NLUATION al Evaluation [√] Info	rmal Evaluation	SUSPENSE DATE				
_	Yes ✓ No Correction Report Commander's review Commander's review 10/1/09							
1. C	OMN	UNITY OPINION		Yes	ACTION REQUIRED NO	CORRECTED)	
a.	Но	w does the community as	s a whole feel about the Departmen	t? The CHP Yub	a-Sutter Area is viewed positiv	ely regardi	ng all	
	asp	pects of traffic safety and	community relations.					
	(1)	Do all sectors of the cor	mmunity have the same opinion?			Yes	☑ No	
b.	На	s good rapport been esta	blished with leaders within the com	munity?		✓ Yes	□No	
C.	Do	people believe the Depa	rtment represents their best interes	ts?		✓ Yes	□No	
d.	Do	es the Department have t	the reputation of impartially enforcir	ng laws?		✓ Yes	□No	
e.	Do	people in the community	feel the Department is doing a goo	d job?		✓ Yes	□No	
f.	Ho	w does the reputation of t	the Department compare with other	agencies in the a	rea? The CHP's reputation ov	erall is per	ceived as	
	me	ore professional, knowled	lgable, and responsive to the comm			-4		
2. TH	IE O	FFICER AND PUBLIC C	CONTACTS	Yes	No No	CORRECTED)	
a.	Wh	nat procedures have been	n established to handle positive and	or negative comr	nents by pleased/displeased me	otorists? A	rea	
	sup	pervisors are actively invo	olved in the process of either recogn	izing or counseling	g officers for public response to	their action	ıs.	
(1)	W	hat is the ratio of complin	nents to complaints? 4 to 1.					
	(2)	Does it appear officers a	are making successful public contac	ots?		✓ Yes	□No	
	(3)	Is recognition given to the	ne complimented officers?			✓ Yes	□No	
		(a) How? Commenda	able Form 2's, positive 100 Form co	omments, Comma	nder's commendations.			
	(4)	Has an effort been mad	e to determine why some officers a	re more successf	ul at positive public contacts?	✓ Yes	□No	
	(5)	Are officers with pattern	s of complaints provided with corre	ctive training and	direction?	✓ Yes	□No	
b.	Bas	sed on information from th	he public appearing at the Area offi	ce to clear citation	s, what is the general opinion o	of Area offic	ers? The	
	ger	neral opinion of the Area	officers is that they were courteous	s and conducted the	nemselves in a professional ma	nner.		
	(1)	What is the opinion of th	ne public appearing at court regardi	ng Area officers?	The general opinion of the pub	olic appeari	ng in court is	
)		that the officer was pro	fessional and fair during the enforce	ement contact. H	lowever, some people stated fu	rther instru	ctions	
		regarding correctable v	iolations and court dates would have	ve been helpful.				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Action Required Action R	JIII	43011 (Nev. 3-00) OT 1 003					
a. Have guidelines been established to foster harmonious relations with the new media?		(2) What, if any, other methods are utilized to determine public opinion of Area officers?					
(1) Does the media treat the Department favorably? (2) Are media representatives satisfied with their relationship with the Department? (3) Has good rapport been established between Area personnel and the media? (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? (4) Have procedures been established for the routine dissemination of accident/incident information? (5) Yes	3. N	NEWS MEDIA	CORRECTED	y.			
(2) Are media representatives satisfied with their relationship with the Department?	а.	. Have guidelines been established to foster harmonious relations	with the new media?	1,	✓ Yes	□No	
(a) Has good rapport been established between Area personnel and the media?		(1) Does the media treat the Department favorably?			✓ Yes	□No	
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?		(2) Are media representatives satisfied with their relationship wi	ith the Department?			□No	
b. Have procedures been established for the routine dissemination of accident/incident information?		(a) Has good rapport been established between Area person	onnel and the media?		✓ Yes	□No	
(1) Is "Code 20" or a similar device used for more spectacular incidents?		(3) Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No	
(a) How are other kinds of news information disseminated to the media? News releases are sent via fax and phone interviews given to the media by the Public Information Officer (PIO) and the supervisors. c. Are there specially prepared and coordinated programs to handle specific traffic problems?	b.	Have procedures been established for the routine dissemination	of accident/incident info	rmation?	✓ Yes	□No	
given to the media by the Public Information Officer (PIO) and the supervisors. c. Are there specially prepared and coordinated programs to handle specific traffic problems?		(1) Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No	
c. Are there specially prepared and coordinated programs to handle specific traffic problems?		(a) How are other kinds of news information disseminated t	to the media? News rel	eases are sent via fax an	d phone in	terviews are	
(1) Are multi-lingual programs emphasized?		given to the media by the Public Information Officer (PIO)					
(2) Are public affairs press releases distributed to the public in a timely manner?	C.	Are there specially prepared and coordinated programs to handle	✓ Yes	□No			
(3) Is there adequate media involvement at local Area events?		(1) Are multi-lingual programs emphasized?			✓ Yes	□No	
d. How are releases produced by headquarters distributed? The releases produced by headquarter's are sent via fax to all local media stations. The PIO also meets with each news agency and speaks almost daily with each news group. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? ☑ Yes ☐ No (2) Who is responsible to monitor the media for items concerning the Department? The Yuba-Sutter Area PIO is responsible for monitoring the media for items concerning the Department. (a) Are significant items sent to headquarters? ☑ Yes ☐ No (3) Are harmonious relations established and maintained with the media by the PAO? ☑ Yes ☐ No	·	(2) Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No	
stations. The PIO also meets with each news agency and speaks almost daily with each news group. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? Yes No (2) Who is responsible to monitor the media for items concerning the Department? The Yuba-Sutter Area PIO is responsible for monitoring the media for items concerning the Department. (a) Are significant items sent to headquarters? Yes No (3) Are harmonious relations established and maintained with the media by the PAO? Yes No		(3) Is there adequate media involvement at local Area events?			✓ Yes	□No	
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	d.	How are releases produced by headquarters distributed? The re	eleases produced by hea	dquarter's are sent via fa	ax to all loo	cal media	
(2) Who is responsible to monitor the media for items concerning the Department? The Yuba-Sutter Area PIO is responsible for monitoring the media for items concerning the Department. (a) Are significant items sent to headquarters?		stations. The PIO also meets with each news agency and speaks	s almost daily with each	news group.			
(2) Who is responsible to monitor the media for items concerning the Department? The Yuba-Sutter Area PIO is responsible for monitoring the media for items concerning the Department. (a) Are significant items sent to headquarters?							
monitoring the media for items concerning the Department. (a) Are significant items sent to headquarters? (3) Are harmonious relations established and maintained with the media by the PAO? (4) Yes No		(1) Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	✓ Yes	□No	
(a) Are significant items sent to headquarters?		(2) Who is responsible to monitor the media for items concerning	g the Department? The	Yuba-Sutter Area PIO	is responsi	ble for	
(3) Are harmonious relations established and maintained with the media by the PAO?		monitoring the media for items concerning the Department.					
		(a) Are significant items sent to headquarters?			✓ Yes	□No	
(4) Are strategic goals emphasized at PAO/TMC activities?		(3) Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No	
		(4) Are strategic goals emphasized at PAO/TMC activities?				□No	
4. SCHOOLS EVALUATED ACTION REQUIRED CORRECTED Yes No	4. S	SCHOOLS					
a. Has the commander identified problems that should be resolved through the public affairs program?	a.						
(1) Who supervises the program? ✓ Yes □ No		(1) Who supervises the program?			✓ Yes	□No	
(2) Is preplanning evident in the school program?		(2) Is preplanning evident in the school program?	<u> </u>		✓ Yes	□No	
(3) Is the program designed and directed toward the solution of specific problems?		(3) Is the program designed and directed toward the solution of	specific problems?		√ Yes	□No	
(4) Are activities discussed and planned with school administrators?)	(4) Are activities discussed and planned with school administrat	tors?		✓ Yes	□No	
(5) Has the program been approved by the commander?		(5) Has the program been approved by the commander?			✓ Yes	□No	

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

111 4001	1 (1107: 0 00) 01 7 000							
(6)) Does the program follow departmental priorities?			✓ Yes	□No			
(7)	Are all grade levels included?			✓ Yes	□No			
(8)	How is the success of the program measured? Success is m	low is the success of the program measured? Success is measured by the continuing demand for CHP pa						
	programs, public compliance and awareness, and communit							
(9)	ls it successful?			✓ Yes	□No			
(10	Are activities coordinated in conjunction with Division recrui	tment efforts?		√ Yes	□No			
PUB	LIC AFFAIRS PROGRAM	Yes	ACTION REQUIRED No	CORRECTED Yes				
a. Ha	as the commander identified problems that should be resolved	through the Public Affair	s Program?	✓ Yes	□No			
(1)	Does the Public Affairs Program reach all appropriate groups	s within the community?		✓ Yes	□No			
(2)	Are ethnic groups' problems considered?			✓ Yes	□No			
(3)	Are bilingual officers utilized?			✓ Yes	□No			
(4)	Is the current Strategic Plan emphasized when and where ap	propriate?		✓ Yes	□No			
o. Do	pes the commander keep the PAO fully briefed on current situa	tions which may be new	sworthy?	✓ Yes	□No			
(1)	Does the PAO report directly to the commander on public aff	airs matters?		✓ Yes	□No			
(2)	Does the PAO concentrate most of his/her efforts toward stra	ategic goals other depart	mental concerns?	✓ Yes	□No			
(3)	Does the PAO review the Strategic Plan quarterly?	Does the PAO review the Strategic Plan quarterly?						
(4)	What action does the commander initiate when the goals of t	he Strategic Plan are no	t adequately addressed	? The con	nmander			
	regularly has staff meetings with the supervisors and meets	with the officers during	training days to insure	the mission	of the			
	department is being met.							
(5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No			
c. Is t	the commander involved in public contacts?			✓ Yes	□No			
(1)	Is membership maintained in a service club, safety council, e	etc.?		✓ Yes	□No			
(2)	Does the commander accept regular speaking engagements	, or are these delegated	to subordinates? The	commande	r,			
	supervisors, and the PIO regularly speak at community and	civic events.						
	(a) If experience is lacking, is the commander doing anythin	g to correct this?		✓ Yes	□No			
(3)	Are supervisors involved in the community?			✓ Yes	□No			
	(a) Do they make public appearances?			✓ Yes	□No			
	(b) Is training provided for those who lack experience?			✓ Yes	□No			
(4)	Are all supervisors aware of strategic goals and the approact taken towards them?	n the public affairs progra	am has	✓ Yes	□No			
	(a) Are action steps being addressed in a timely manner?			✓ Yes	□No			

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d. A	d. Are all employees encouraged to understand and participate in public affairs programs?			
(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No	
(2	2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☐ Yes	✓ No	

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

41 i .

UBJECT: Public Reaction	DATE: 09/23/2009				
SECTIONS	COMMENTS				
1. Community Opinion - a (1)	Overall, the Yuba-Sutter CHP Area has a very favorable reputation with the community.				
	Members of the community, including court officials, business owners, teachers, and the local med				
	view the CHP as an asset to the area. As in all communities there is always a small part that is not				
	content with any type of law enforcement presence.				
5. Public Affairs Program - d (1)	The Yuba-Sutter Area has several employees (Officers, Supervisors, PIO) who actively involve				
	themselves in the community activities and programs. The office also receives countless letters				
	from the community expressing their appreciation for the outstanding job done by the CHP.				
	The Yuba-Sutter Area recognizes its employees for their participation in the community by				
	issuing Commander Commendations, Commendable Form 2's, and positive 100 Form comments.				
d (2)	Even though a majority of the office is actively participating in the CHP Youth Mentor Program,				
	there were a few employees unaware of this program. A briefing item will be prepared regarding				
	the details of the program.				

COMMAND INSPECTION PROGRAM TXCEPTIONS DOCUMENT

Command:	Division:	Chapter:	
Woodland	8		
Inspected by:	Date:		
Sergeant D. Sea	8/27/2009		

Page 1 of 3

INSTRUCTIONS: This document shall number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, compressions and the state of the state of the shall be routed to another the state of the state o	r Inspecti s docume	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the nex cument innovative pr	ill in the blanks as indicated. Enter the chapter act level of command where the document actices, suggestions for statewide actices is required.
TYPE OF INSPECTION	Total hours expende	d on the	Corrective Action Plan Included	
☐ Division Level ☐ Command	Level	inspection:		
☐ Executive Office Level		4		Attachments Included
Follow-up Required:	Forwa	rd to: VALLEY OFVESTEN		
☐ Yes	Due D	ate: 10/15/2009		
Chapter Inspection:	Life / p			
Inspector's Comments Rega	rdina l	anavativa Practices		
mapecior a Commenta Nega	rung n	movative Fractices).	
The Woodland Area is in the path the public that live in remote citation sign off's, car seat ins	ommu	nities serviced by th	ne Woodland A	ce day. This will allow members of rea to handle issues such as
Command Suggestions for S	tatewic	de Improvement:		
By implementing this idea stat by maintaining a presence in r public whom might not have a	remote	communities and p	provide necessa	enhance its services to the public ary services to members of the
Inspector's Findings:				
The inspector finds that the W which best exemplify the CHP overly pleased with the profes	. The	local allied agencie	s as well as me	c presence and providing services embers of the community are Voodland Area.
Commander's Response:	Concu	r or Do Not Con	CUT (Do Not Conc	rur shall document hasis for response)

COMMAND INSPECTION PROGRAM XCEPTIONS DOCUMENT

Page 2 of 3

Command: Division: Valley		Chapter:	
Inspected by: Sergeant D. Seaman		Date: 8/27/2009	

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

COMMAND INSPECTION PROGRAM XCEPTIONS DOCUMENT

Page 3 of 3

Command: Woodland	Division: Valley	Chapter;	
Inspected by: Sergeant D. S	eaman	Date: 8/27/2009	

Required Action	
Corrective Action Plan/Timeline	
Corrective Action Flati/Timeline	

	$/)\alpha //$	
Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE / /
the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	X KITTLE	08/27/09
,	INSPECTOR'S SIGNATURE	DATE
Reviewer discussed this report with	REVIEWER'S DIGNATURE	8/27/09 DATE
employee Concur Do not concur	1 DA hand	11/1/08
Do Hot coricul	THE STATE OF THE S	ر ماوارانا

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Woodland	Valley	280
EVALUATED BY		DATE
Sergeant D. Sean	nan #16370	08/27/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION ☐ Formal Evaluation ☑ Informal Evaluation		nformal Evaluation	SUSPENSE DATE			
_		P REQUIRED	☐ Correction Report	COMMANDER'S REVIEWY	DATE 08/27/20	09
1.	COM	MUNITY OPINION		evaluated ACTION REQUIRED 08/27/2009	CORRECTE)
	a. H	low does the community	as a whole feel about the Departme	nt? Members of the community and various publi	ic represent	atives
	re	outinely stop by the offic	ce to comment on the exceptional jo	b the officers are performing.		
	(1) Do all sectors of the o	community have the same opinion?		✓ Yes	□ No
	o. H	las good rapport been es	stablished with leaders within the cor	nmunity?	✓ Yes	□No
(c. D	o people believe the De	partment represents their best intere	sts?	✓ Yes	□No
(d. D	oes the Department hav	e the reputation of impartially enforc	ing laws?	✓ Yes	□No
(e. D	o people in the commun	ity feel the Department is doing a go	od job?	✓ Yes	□No
1	. н	low does the reputation of	of the Department compare with othe	er agencies in the area? The California Highway	Patrol Wo	odland
	A	area office remains the re	ecognized leader in law enforcement	t in Yolo County.		
2.	THE	OFFICER AND PUBLIC	CONTACTS	evaluated action required NA/27/2009	CORRECTE)
ā	a. V	/hat procedures have be	en established to handle positive an	d/or negative comments by pleased/displeased m	otorists? C	omments are
	di	iscussed with the officer	by the officer's supervisor. The supe	rvisor also provided personal contact and follow-u	p with the r	notorist.
(1) V	What is the ratio of comp	liments to complaints? Approxima	tely 6 to 1.		
	(2) Does it appear officer	s are making successful public conta	acts?	✓ Yes	□No
	(3) Is recognition given to	the complimented officers?		✓ Yes	□No
		(a) How? Positive	100 form comments and commendate	ole CHP Form 2's as well as public recognition at	squad brie	fings.
	(4) Has an effort been ma	ade to determine why some officers	are more successful at positive public contacts?	✓ Yes	□No
	(5) Are officers with patte	rns of complaints provided with corre	ective training and direction?	✓ Yes	□No
b	. Ba	ased on information from	n the public appearing at the Area off	ice to clear citations, what is the general opinion c	of Area offic	ers?
	M	Iembers of the public co.	ntinue to complement the Area rega	rding the professionalism and courtesy displayed	by the offic	cers. The
	of	fficers also receive comp	plements from allied agencies when	clearing allied agency citaitons.		
	(1)) What is the opinion of	the public appearing at court regard	ing Area officers? The public's opinion regardin	g court app	earances are
)		that the officers are d	ressed professionally and do not dev	viate from the probable cause for the citation. Wh	nen the pub	lic appears in
		court, they routinely	express to the judge that during the	contact, the officers always acted professionally a	nd respects	ully.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

_		_					
	(2	2)	What, if any, other methods are utilized to determine public	opinion of Area officers?	Additional methods us	ed are publ	lic
	i	info	rmaition booths, child seat installation sessions and career d	lay fairs.			
3.	NEV	ws	MEDIA	08/27/2009	ACTION REQUIRED	CORRECTED	
	a. F	Hav	e guidelines been established to foster harmonious relations	with the new media?		✓ Yes	□No
	(1	1)	Does the media treat the Department favorably?			✓ Yes	□No
	(2	2)	Are media representatives satisfied with their relationship wi	th the Department?		✓ Yes	□No
				✓ Yes	□No		
	(3	3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No
	b. H	Have	e procedures been established for the routine dissemination	rmation?	✓ Yes	□No	
	(1	1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated t	o the media? News m	edia events are disseme	nated to the	e media daily
			by the Woodland Area Public Information Officer.				
	c. A	\re t	here specially prepared and coordinated programs to handle	e specific traffic problem	s?	✓ Yes	□No
	(1	1) .	Are multi-lingual programs emphasized?			✓ Yes	□No
	(2	2) .	Are public affairs press releases distributed to the public in a		✓ Yes	□No	
ì	(3	3)	s there adequate media involvement at local Area events?			✓ Yes	□No
	d. H	low	are releases produced by headquarters distributed? Release	ses are handled by fax a	nd e-mail in addition to	the availab	oility of
	h	and	outs.				
	(1	1) 1	s there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	☐ Yes	□No
	(2	2) \	Who is responsible to monitor the media for items concerning	g the Department? Hea	dquarters Public Inform	ation Offic	er news clips
			and day ahead reports are received at Area daily.				
		(Are significant items sent to headquarters?			✓ Yes	□No
	(3	3) A	Are harmonious relations established and maintained with th	e media by the PAO?		✓ Yes	□No
	(4)	F) A	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	SCH	100	LS	08/27/2009	ACTION REQUIRED	CORRECTED	
	a. Ha	as t	he commander identified problems that should be resolved	through the public affair	s program?	✓ Yes	□No
	(1)) V	Who supervises the program?			✓ Yes	□No
	(2)	:) I	s preplanning evident in the school program?			✓ Yes	□No
	(3)) l:	s the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
)_	(4)) <i>F</i>	are activities discussed and planned with school administrate	ors?		✓ Yes	□No
1	(5)) F	las the program been approved by the commander?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6) Does the program follow departmental priorities?	✓ Yes	□No
	(7) Are all grade levels included?		□No
	(8) How is the success of the program measured? The success of the program is measured by the over	all reaction and f	eedback from
		the public. The Woodland Area is consistently asked back to events and often are asked to appear at	unscheduled eve	ents.
	(9)) Is it successful?	✓ Yes	□No
31	(10	0) Are activities coordinated in conjunction with Division recruitment efforts?	✓ Yes	□No
5.	PUB	SLIC AFFAIRS PROGRAM EVALUATED 08/27/2009 ACTION REQUIRED	CORRECTED	
а	. На	as the commander identified problems that should be resolved through the Public Affairs Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups within the community?	✓ Yes	□No
	(2)	Are ethnic groups' problems considered?	✓ Yes	□No
	(3)	Are bilingual officers utilized?	✓ Yes	□ No
	(4)	Is the current Strategic Plan emphasized when and where appropriate?	✓ Yes	□No
b	. Do	pes the commander keep the PAO fully briefed on current situations which may be newsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affairs matters?	✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns	? ✓ Yes	□No
)	(3)	Does the PAO review the Strategic Plan quarterly?	✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the Strategic Plan are not adequately add	ressed? The Co	mmander
		evaluates the reason the goal was not addressed and makes the necessary adjustment to the Area plan	in conjunction v	vith the PIO.
	(5)	Is the PAO addressing issues assigned to him/her in a timely manner?	✓ Yes	□No
c.	ls t	he commander involved in public contacts?	✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, etc.?	☐ Yes	□No
	(2)	Does the commander accept regular speaking engagements, or are these delegated to subordinates?	The Commande	er accepts
		speaking engagements on a regular basis. When the Commander is unavailable, the Commander ens	ures that there is	a
		replacement available.		
		(a) If experience is lacking, is the commander doing anything to correct this?	✓ Yes	□No
	(3)	Are supervisors involved in the community?	✓ Yes	□No
		(a) Do they make public appearances?		□No
		(b) Is training provided for those who lack experience?	✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	√ Yes	□No
)		(a) Are action steps being addressed in a timely manner?	✓ Yes	□No
	_			

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

d.	Are	e all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

The Woodland Area continues to strive for excellence by providing exceptional service to the public. The Woodland Area team takes a vested interest in enuring that the highest level of safety, service and security are at all times emphasized to the public. The Woodland Area PIO plays an integral part in community relations by attending community events, care and er days, and even hosing events at the Woodland Area office. The Woodland Area Commander maintains a regular schedule of speaking events with key contacts, allied agencies and community groups. With all the changes facing the Sate of California, the Woodland Area is always available to assist local and state agencies whenever needed. In addition, the Woodland Area is in the process of implementing new and innovative ideas regarding community relations

COMMAND INSPECTION PROGRAM TXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
Truckee	Valley	Public Reaction
Inspected by:	1	Date:
Sergeant Steve	Bryan, 10527	08/05/2009

rage 1 of 2

number of the inspection in the Chapter shall be routed to and its due date. This	Inspection docume	Check appropriate boxes as necessary, or fi on number. Under "Forward to:" enter the new ent shall be utilized to document innovative pro- ction plans. A CHP 51 Memorandum may be	actices, suggestions for statewide
TYPE OF INSPECTION ☐ Division Level ☐ Command Level		Total hours expended on the inspection:	Corrective Action Plan Included
☐ Executive Office Level		3 hours Inspection 2 hours document preparation	☐ Attachments Included
Follow-up Required:		rd to: Division ate: October 15, 2009	
☐ Yes			
Inspector's Comments Regar	ding Ir	novative Practices:	
None.			
Command Suggestions for St	atewic	e Improvement:	
None.			
Inspector's Findings:			
Officer (COPS). Both regularly	/ atten	Public Information Officer (PIO) and meetings events with the public res at all large and news worthy e	and local schools. The PIO
Commander's Response: 🛛	Concu	r or 🗌 Do Not Concur (Do Not Conc	ur shall document basis for response)
Inspector's Comments: Shall a etc.)	ddress	non concurrence by commander (e.g., fi	ndings revised, findings unchanged,

COMMAND INSPECTION PROGRAM SXCEPTIONS DOCUMENT

rage 2 of 2

Command:	Division:	Chapter:
Truckee	Valley	Public Reaction
Inspected by:		Date:
Sergeant Steve	Bryan, 10527	08/05/2009

1			
Required Action		350 72 35	
Corrective Action Plan/Timeline			
Corrective Action Plan/Timeline			

No corrective action needed.

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 9/3/09
	INSPECTOR'S SIGNATURE	DATE 08/06/2009
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	27/15/09

AREA MANAGEMENT EVALUATION PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
222	Valley	
EVALUATED BY		DATE
Sergeant Steve B	ryan 10527	08/05/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE	OF EV	ALUATION		SUSPENSE DATE			
			mal Evaluation	SOOI ENGE BATE			
	ow-up	REQUIRED No	☐ Correction Report	COMMANDER'S REVIEW		DATE 913	09
1. (OMM	MUNITY OPINION		Yes (ACTION REQUIRED	CORRECTE	
a	. Но	ow does the community as	s a whole feel about the Departme	ent? The Town of Truckee	and the Lake Tahoe Bas	sin have a v	ery
	po	ositive image of the Truck	ee CHP Officers and the services	s they provide. Based on f	eedback from the commi	unities.	
	(1)	Do all sectors of the cor	nmunity have the same opinion?			✓ Yes	□No
b	. Ha	as good rapport been esta	blished with leaders within the co	mmunity?		✓ Yes	□No
	. Do	people believe the Depar	rtment represents their best intere	ests?		✓ Yes	□No
d	. Do	es the Department have t	the reputation of impartially enforce	cing laws?		✓ Yes	□No
е	. Do	people in the community	feel the Department is doing a g	ood job?		✓ Yes	□No
f.	Но	w does the reputation of t	he Department compare with oth	er agencies in the area?	The CHP has a more favo	orable repu	tation
	fro	om the community as com	pared to the local police departm		Public and Officer feed	back.	
2. T	HE O	FFICER AND PUBLIC C	ONTACTS	Yes	No ACTION REQUIRED	CORRECTED)
a.	. Wr	nat procedures have been	established to handle positive ar	nd/or negative comments b	y pleased/displeased mo	torists? Su	upervisor
	con	ntact by telephone, letters	of response, meeting with the mo-	torists and the CHP's comp	laint process are utilized.		
(1) W	hat is the ratio of complim	ents to complaints? 3 to 1, pos	itive.			
	(2)	Does it appear officers a	are making successful public conf	acts?		✓ Yes	□ No
	(3)	Is recognition given to the	e complimented officers?			✓ Yes	□No
		(a) How? Letters place	ed into personnel files, 100 form	comments, Commendable	Form 2, Commendation	18.	
	(4)	Has an effort been made	e to determine why some officers	are more successful at po	sitive public contacts?	✓ Yes	□No
	(5)	Are officers with patterns	s of complaints provided with con	ective training and directio	n?	✓ Yes	□No
b.	Bas	sed on information from th	e public appearing at the Area of	ffice to clear citations, wha	is the general opinion o	f Area offic	ers?
	The	e public very seldom expr	esses displeasure with the enforce	cement contact with the of	ficer which resulted in a	citation be	ing issued.
	Mo	ore times than not, the pub	olic states the officers are polite a	and the equipment violation	n citation was warranted		
	(1)	What is the opinion of the	e public appearing at court regard	ding Area officers? Most o	f the public appearing be	efore the co	ourt on traffic
<u> </u>		matters, dispute the cita	tion and relate the officer was po	lite and courteous. Clearly	y, there is the minority o	f the public	which
		receive citations who fe	el the citations are unjust and the	officer was rude and disc	ourteous, solely for the c	itation bein	ng issued.

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION PUBLIC REACTION

		(2)	What, if any, other methods are utilized to determine public	opinion of Area officers?	Local social events, ne	eighbors, fr	iends and
		rel	atives.				
3.	NE	EWS	S MEDIA	Yes EVALUATED	ACTION REQUIRED	CORRECTED)
	a.	На	ve guidelines been established to foster harmonious relations	with the new media?	<u> </u>	✓ Yes	□No
		(1)	Does the media treat the Department favorably?			✓ Yes	□No
		(2)	Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	□No
			(a) Has good rapport been established between Area pers	onnel and the media?		✓ Yes	□No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No
	b.	Ha	ve procedures been established for the routine dissemination	of accident/incident info	ormation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated	to the media? The Truc	kee Area Communication	ons Center	is a 24 hour
			operation; public access to the CAD System, PIO dissemin	ating information throug	gh normal channels and	his personr	nel cell.
	c.	Are	there specially prepared and coordinated programs to handle	e specific traffic problem	s?	✓ Yes	□No
		(1)	Are multi-lingual programs emphasized?			✓ Yes	□No
1		(2)	2) Are public affairs press releases distributed to the public in a timely manner?				□No
		(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d.	Ηον	w are releases produced by headquarters distributed? The in	nformation is faxed by t	he PIO to all local and R	Reno NV. te	elevison and
		nev	wspaper outlets.				
		(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	✓ Yes	□No
		(2)	Who is responsible to monitor the media for items concerning	g the Department? The	Truckee Area comman	der, all Are	a supervisors
			and the PIO. All news releases are reviewed and approved	prior to dissemination.			
			(a) Are significant items sent to headquarters?			✓ Yes	□No
	((3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
	((4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	sc	НО	OLS	Yes Yes	ACTION REQUIRED No	CORRECTED	
á	а. П	Has	the commander identified problems that should be resolved	through the public affair	s program?	✓ Yes	□No
	((1)	Who supervises the program?			Yes	□No
	((2)	Is preplanning evident in the school program?			✓ Yes	□No
	((3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
	((4)	Are activities discussed and planned with school administrat	ors?		✓ Yes	□No
	(5)	Has the program been approved by the commander?			✓ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **PUBLIC REACTION**

	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? The Trucke	e Area COP's Officer re	sponds to the requests f	for services	and is very
		active at the local schools K thru 12.				
	(9)	Is it successful?			✓ Yes	□ No
	(10)) Are activities coordinated in conjunction with Division recru	itment efforts?		✓ Yes	□No
5. 1	PUB	LIC AFFAIRS PROGRAM	Yes	ACTION REQUIRED	CORRECTED) 4
a.	На	s the commander identified problems that should be resolved	through the Public Affai	rs Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups	s within the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where a	opropriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situa	tions which may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public aff	fairs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward stra	ategic goals other depar	tmental concerns?	✓ Yes	□No
J.	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	What action does the commander initiate when the goals of	the Strategic Plan are no	ot adequately addresse	d? The Ar	ea
		Commander will have the PIO conduct public announcement	nts on topics related to c	ell phone and seat belt	violations,	pedestrian
		saftey and other topics.				
	(5)	Is the PAO addressing issues assigned to him/her in a timely	/ manner?		✓ Yes	□No
C.	ls t	he commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, e	etc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements	, or are these delegated	to subordinates? Yes	, the Area (Commander
		attends public functions or a representative of the command	will attend in his absen	ce.		
		(a) If experience is lacking, is the commander doing anythin	g to correct this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			✓ Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach taken towards them?	n the public affairs progr	am has	✓ Yes	□No
1		(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command:	Division:	Chapter:	
Stockton – 265	Valley – 201	8	
Inspected by:	-	Date:	
M. Polanco		09/28/2009	

Page 1 of 3

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, con	Inspection documents	on number. Under "Forw ent shall be utilized to do	ard to:" enter the nex cument innovative pra	Il in the blanks as indicated. Enter the chapter act level of command where the document actices, suggestions for statewide actices additional space is required.
TYPE OF INSPECTION ☐ Division Level	.evel	Total hours expende inspection:	d on the	☐ Corrective Action Plan Included ☑ Attachments Included
Follow-up Required:	Forwa	rd to: Valley Division		
☐ Yes 🗹 No	Due D	ate: 10/15/09		
joined our command with the	d a ne ers in educat s pilot	w partnership with the Hispanic Comr ion of the criminal, program, the Area	the San Joaqui nunity. Judge \ social and ecor	/lavianos and Judge Hovt have
Command Suggestions for St	atewic	de Improvement:		
Inspector's Findings:				

During this review, the Stockton Area Command has met or exceeded the aforementioned elements of this inspection. The Area Commander, PIO, supervisors and Area officers continue to make positive strides in all aspects of this evaluation. The Stockton Area has approached these critical elements in a positive, yet humanistic approach based upon the devastating economic downturn experienced by the citizens of San Joaquin County.

COMMAND INSPECTION PROGRAM

FXCEPTIONS DOCUMENT

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Command:	Division:	Chapter:
Stockton - 265	Valley – 201	8
Inspected by:	······································	Date:
M. Polanco		09/28/2009

commander's Respons	se: 🗹 Concur or 🗌 Do Not Concur (Do Not Concur shall document basis for response
nspector's Comments: tc.)	Shall address non concurrence by commander (e.g., findings revised, findings unchanged,

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age 3 of 3

Command:	Division:	Chapter:
Stockton - 265	Valley – 201	8
Inspected by:		Date:
M. Polanco		09/28/2009

Required Action: None.	
Corrective Action Plan/Timeline	
Corrective Action Plan/Timeline	

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	10 20 09
	INSPECTOR'S SIGNATURE "W. Pularo", SOLLEWIT	09/28/2009
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	1926/09

OCT 20 2009 (20)

STATE OF CALIFORNIA AREA DIVISION NUMBER DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION Stockton - 265 Valley- 201 EVALUATED BY DATE PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009 09/28/2009 M. Polanco RUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings. accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired. TYPE OF EVALUATION SUSPENSE DATE ☐ Formal Evaluation FOLLOW-UP REQUIRED Correction Report ☐ Yes ☐ No BY. **ACTION REQUIRED** CORRECTED 1. COMMUNITY OPINION 09/29/2009 a. How does the community as a whole feel about the Department? See attached. (1) Do all sectors of the community have the same opinion? ✓ Yes ☐ No b. Has good rapport been established with leaders within the community? √ Yes ☐ No c. Do people believe the Department represents their best interests? ✓ Yes □No d. Does the Department have the reputation of impartially enforcing laws? √ Yes □No e. Do people in the community feel the Department is doing a good job? ✓ Yes ☐ No How does the reputation of the Department compare with other agencies in the area? See attached. EVALUATED ACTION REQUIRED CORRECTED 2. THE OFFICER AND PUBLIC CONTACTS 09/29/2009 a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? See attached. (1) What is the ratio of compliments to complaints? See Attached. (2) Does it appear officers are making successful public contacts? Yes □No (3) Is recognition given to the complimented officers? ✓ Yes □No (a) How? See attached. (4) Has an effort been made to determine why some officers are more successful at positive public contacts? ✓ Yes □ No



✓ Yes

□ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? See

Are officers with patterns of complaints provided with corrective training and direction?

(1) What is the opinion of the public appearing at court regarding Area officers? See attached.

attached.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

_					
	(2) What, if any, other methods are utilized to determine publ	ic opinion of Area officers	? See attached.		
3.	NEWS MEDIA	09/28/2009	ACTION REQUIRED	CORRECTE)
	a. Have guidelines been established to foster harmonious relatio	ns with the new media?	1)	✓ Yes	□No
	(1) Does the media treat the Department favorably?			✓ Yes	□No
	(2) Are media representatives satisfied with their relationship	with the Department?		✓ Yes	□No
	(a) Has good rapport been established between Area pe	rsonnel and the media?		✓ Yes	□No
	(3) Have personnel emphasized the Strategic Plan goals whe	en possible and applicable	?	✓ Yes	□No
t	o. Have procedures been established for the routine dissemination	on of accident/incident info	ormation?	✓ Yes	□No
	(1) Is "Code 20" or a similar device used for more spectacular	r incidents?		✓ Yes	□No
	(a) How are other kinds of news information disseminate	d to the media? See attac	hed.		
C	c. Are there specially prepared and coordinated programs to han	dle specific traffic problem	is?	✓ Yes	□No
	(1) Are multi-lingual programs emphasized?			✓ Yes	☐ No
	(2) Are public affairs press releases distributed to the public in	✓ Yes	□No		
	(3) Is there adequate media involvement at local Area events		✓ Yes	□No	
d	l. How are releases produced by headquarters distributed? $_{ m See}$	attached.			
	(1) Is there follow-up to ensure releases are received in a time	ely manner, and meet the	needs of the media?	✓ Yes	□No
	(2) Who is responsible to monitor the media for items concern	ning the Department? See	attached.		
	(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3) Are harmonious relations established and maintained with	the media by the PAO?		✓ Yes	□No
	(4) Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4. \$	SCHOOLS	EVALUATED 09/28/2009	ACTION REQUIRED	CORRECTED	
a.	. Has the commander identified problems that should be resolve	Marine del segui doculeres.	s program?	✓ Yes	□No
	(1) Who supervises the program?			✓ Yes	□No
	(2) Is preplanning evident in the school program?			✓ Yes	□No
	(3) Is the program designed and directed toward the solution of	of specific problems?		✓ Yes	□No
	(4) Are activities discussed and planned with school administra	ators?		✓ Yes	 □ No
	(5) Has the program been approved by the commander?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?			✓ Yes	□No			
	(7)	Are all grade levels included?			✓ Yes	□No			
	(8)	How is the success of the program measured? See attached	•						
	(9)	Is it successful?			✓ Yes	□No			
	(10	Are activities coordinated in conjunction with Division recruit	ment efforts?		✓ Yes	□No			
5. F	PUBI	IC AFFAIRS PROGRAM	EVALUATED 09/28/2009	ACTION REQUIRED	CORRECTED				
 а.	На	s the commander identified problems that should be resolved t	yar ech si erenci siran tutan	Program?	✓ Yes	□ No			
	(1)	Does the Public Affairs Program reach all appropriate groups	within the community?		✓ Yes	□No			
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No			
	(3)	Are bilingual officers utilized?	****		✓ Yes	□No			
	(4)	✓ Yes	□No						
b.	Do	✓ Yes	□No						
	(1)	✓ Yes	□No						
	(2)	✓ Yes	□No						
	(3)	Does the PAO review the Strategic Plan quarterly?		✓ Yes	□No				
	(4)	What action does the commander initiate when the goals of the	ne Strategic Plan are no	adequately addressed	? See atta	ched.			
	(5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No			
C.	ls th	e commander involved in public contacts?			✓ Yes	□No			
	(1)	Is membership maintained in a service club, safety council, et	c.?		✓ Yes	□No			
	(2)	Does the commander accept regular speaking engagements,	or are these delegated	to subordinates? See a	ttached.				
		(a) If experience is lacking, is the commander doing anything	g to correct this?		✓ Yes	□No			
	(3)	Are supervisors involved in the community?			✓ Yes	□No			
		(a) Do they make public appearances?			✓ Yes	□No			
		(b) Is training provided for those who lack experience?			✓ Yes	□No			
	(4)	Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progra	m has	✓ Yes	□No			
-)	(a) Are action steps being addressed in a timely manner?			✓ Yes	□ No □ No			
		(a) 7/10 dotton steps being addressed in a timely mainter:							

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

==	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	√ Yes	□No

Department of California Highway Patrol Area Management Evaluation Chapter 8 Public Reaction

1. COMMUNITY OPINION

- a. Members in the community within the Stockton Area have always held the California Highway Patrol in high regard. As an example, the Area held a recent open house where numerous positive comments from the public were received. Additionally, many of the citizens did not realize the extent of training departmental members underwent and all were impressed. Many positive comments have also been received from citizens during local community meetings for the Department's efforts in service and enforcement. Members of several service organizations, the local Board of Supervisors and the State Legislature have also praised the Department and its members for its efforts in the community. This has been quite evident from the positive comments from the community related to the enforcement results of the Area's CalGRIP program over the past summer in our partnership with the Stockton Police Department.
- b. The Stockton Area currently enjoys an excellent rapport with various leaders in the community. The Commander and the Public Information Officer have made it a point to visit as many leaders as possible and have been attending the local community meetings to discuss local problems and suggested solutions.
- c. Feedback from citizens at local community meetings revealed they believed the California Highway Patrol's focus was in their best interest. During this year the Area officers have addressed over 200 traffic complaints from the public. Many were initiated through community meetings.
- d. As stated above, the Department enjoys the reputation of being a truly professional and impartial law enforcement agency. This reputation is widely held by the individuals who have contacted members of the Stockton Area. Recent feedback from Stockton Superior Court Judge Vlavianos, commented on how impressed he was with our officers, their dedication, professionalism and honesty as he has witnessed in his courtroom and during public affair events.

The Stockton Area is currently working on a joint venture with San Joaquin County Superior Court Judge Vlavianos and Judge Hoyt in a DUI pilot program geared toward the local Hispanic community. The program's objectives are to educate this community on the impact and of driving while under the influence in an economic and criminal sense. The program's ultimate goal is to greatly reduce the number of impaired drivers from this community on our roads. The Stockton Area believes this will be a successful project and, based upon its merits, it will be implemented in the future on a statewide level.

- e. Overall, based upon the feedback from local community meetings, the people in the community believe the California Highway Patrol is doing a good job with the number of personnel available. They realize the Stockton Area is working below their full staffing level and all agree the Department should have more officers.
- f. The reputation of the California Highway Patrol is held in high regard. This is evidenced by the comments from the public and how the local newspaper treats the California Highway Patrol. Additionally, the local law enforcement agencies themselves also hold the California Highway Patrol in high esteem. This has partly come about through several multijurisdictional task forces involving local allied agencies and the California Highway Patrol. In each task force the California Highway Patrol has garnered higher statistics in the number of arrests made, citations issued and vehicles stored.

2. THE OFFICER AND PUBLIC CONTACTS

- a. The California Highway Patrol has an established procedure to handle any expression of dissatisfaction from the public, made either verbally, in writing or in person, concerning departmental policies or procedures, or alleging improper conduct by an employee of the Department. A standard procedure is also in place for handling positive comments. All positive comments are passed on to the officers for their review in accordance with POBR. The comments are then included in the officer's personnel file.
 - Ouring the past year the Area has received 9 citizen complaints. Of the 9 complaints, 5 were exonerated, 2 were rescinded. During the same period, the Area received 21 letters and 55 phone calls from the public expressing appreciation for the officer's service.

- (2) As indicated above, the comments are placed in the officers' personnel files. Additionally, when warranted CHP Form 2, Commendable Incident Reports have been issued from the compliments and also placed in the officers personnel files. Furthermore, the Commander or Field Operations Lieutenant, personally review and commend officers when the public indicates that they are pleased with their performance. A number of these letters are read at training day where officer are publicly recognized.
- (5) The Office of Internal Affairs and the Area track patterns of complaints. When patterns were identified, the Area has provided corrective action, direction and training. The corrective actions have varied from counseling up to interim reporting.
- (b) The Front Desk Officer was interviewed and related it was his experience the public who came into the office to have a citation cleared were pleased with the way the officers dealt with them and the explanation they were provided of how to take care of the citations. Additionally, several citizens came in with citations received from members of allied agencies and related they came to the California Highway Patrol to have the citations cleared because of our professionalism.
 - (1) The Area Court Liaison Officer was also interviewed. He related he had spoken to several of the court clerks. They related while the public was not happy about receiving a citation, only a few indicated they were not treated fairly by the Highway Patrol Officers who issued the tickets.
 - (2) The Area has also utilized information garnered from letters from the public, as well as telephone calls and personal contact with the citizens to further evaluate the public's opinion of the Area's officers.

3. NEWS MEDIA

a. The Stockton Area enjoys an excellent working relationship with the various news media in the Area. The Area PIO works closely with the local newspapers, including providing daily police activity section for the Stockton record, and numerous television stations. Being bilingual has assisted the Area PIO with his contacts with Channel 19, the Spanish language station, and 107.3 FM "La Poderosa" radio station, and has helped to foster a more harmonious working relationship with them. The PIO has also employed the use of other bilingual officers to ensure prompt and through service to the Spanish stations.

The Area PIO during the past year has been employed as an officer with the Department for seven years. He brings to the position a well rounded career in providing road patrol to the public and key contacts with the Hispanic community in the Stockton Area. His career experience allows for excellent media representation of the Department during interviews with the media. He also ensures timely releases to the media to announce major incidents and incidents of interest.

- (2) During brief interviews with news media before their interviews, they were very complimentary of the Area PIO and have often asked for him specifically for interviews, even after business hours.
- (3) The Area provides interviews with the news media on a regular basis during holiday periods, after major incidents and daily at out TMC. CMP goals, especially occupant restraint usage, are emphasized.
 - (a) The Stockton Record is provided with service counts each day as well as items of note worthy activities on the part of the Department.
 - (d) News releases from Headquarters are not often received. When they are, the Area Commander reviews them and insures that they fit local information needs and disseminates them through the PIO to the news media.
 - (2) The PIO monitors the media for items concerning the Department and the processes those items through the Area Commander to both Division and Headquarters.
 - (3) The PIO utilizes a personal cellular telephone which has been provided to the news media so that they can contact him on a 24 hours basis, which they often do.

(i) The Area provides interviews with the media on a regular basis during holiday periods, after major events and daily at our TMC. CMP goals, especially seat belt usage are emphasized.

(j) SCHOOLS

- a. The Area works with all levels of schools students, from Kindergarten to College. Each class and or program is tailored to the needs of the Department and the level of the students addressed. The Kindergarten to Sixth grade classes are general bicycle, skateboard and pedestrian safety talks with the importance of wearing seatbelts are always a part of any presentation. The High School classes include driver safety with a major focus on sober driving and "Sober Graduation". Other presentations include; "Every 15 minutes", "Right Turn" and "Start Smart." The Area has also provided job training for advanced level students and career presentations at local colleges.
 - (1) The Area Commander oversees the school programs.
 - (2) An extensive amount of time and planning are required to coordinate the run of "Sober Graduation" and "Every 15 Minutes" programs. Because of the amount of time required for these programs, additional officers are assigned to assist the PIO from March 1 through August 1, of each year to facilitate these programs throughout San Joaquin County. Due to the past success of these programs several more high schools asked to be included this year. Additionally, the Area has received numerous laudatory comments on the outstanding presentations and the schools have requested these officers be allowed to continue to be a part of these programs.
 - (8) Success of the programs is measured not only in the number of positive comments received from the students, school staff and participants, but also in the number of fatal accidents involving high school students during graduation time. During the past several years the Area has not had any alcohol related deaths involving graduating seniors, indicating that our activities have been successful.

(9) As stated earlier in this inspection, the Area Officers routinely present recruitment seminars. One officer was temporarily assigned as a Background Investigator to assist with the back logo of applicants requiring processing before appointment to the Academy.

5. PUBLIC AFFAIRS PROGRAM

- a. The Area Commander has recognized and has not identified a problem with this program.
 - (1) In addition to the standard Public Affairs Programs, the Commander, Supervisors, the Area PIO and the Area's SAFE Team Officer have attended numerous local communities meeting throughout the county to discuss community problems and suggested solutions. In order to become closer to the community, the Area recently held an open house day which was well attended by the public.
 - (2) Recently, a concerted effort was made to contact representatives from all the various local minority groups to open further avenues of discussion on perceived problems and possible solutions.
 - (3) Currently, the Area has six bilingual officers. They are utilized for their skills with news interviews, safety talks and with assistance for recruitment.
- (b) The Commander and PIO meet routinely to discuss current departmental/Area situations which may be news worthy and coordinate responses to the public.
 - (4) After reviewing the CMP and noting the goals have not been adequately addressed, the commander brings the issue before the staff at regular Area Staff meetings and before the squad during training days and briefings.
- (c) The Commander is involved with numerous public contacts. She is a member of the Highway 12 Corridor Association, San Joaquin County Chiefs of Police and the San Joaquin County Traffic Safety Committee. The Commander regularly accepts regular speaking engagements and has spoken at the local Rotary Club and the monthly Community Advisory Board. The Commander encourages the Area Supervisors, PIO and beat Officers to take the time to respond to requests to meet and speak at local service groups, and community meetings.

(d) Both formally and during Area Training Days, the Commander discusses the need for all employees to be involved in Public Affairs and community service. The Area Officers have coordinated and promoted several safety activities during the past year in San Joaquin County including numerous child safety seat inspections and safety fairs. These Officers are Patrol personnel who understand the need to become involved in community activities to enhance the image of the Department.

M. E. Polanco Sergeant

Attachments

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
S. Sacramento	amento Valley 7-Public	
Inspected by:		Date: 9/01/09
Lt. L. Lopez		9/01/09

Page 1 of 2				
number of the inspection in the Chapte shall be routed to and its due date. The	er Inspecti nis docum	on number. Under "For ent shall be utilized to de	ward to:" enter the ocument innovative	or fill in the blanks as indicated. Enter the chapter next level of command where the document practices, suggestions for statewide y be used if additional space is required.
TYPE OF INSPECTION Division Level Command Level Executive Office Level		Total hours expend inspection: 10	ed on the	☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required: ☐ Yes ☑ No		ard to: Valley Div		
Chapter Inspection:	80H (H. J.)		设设的 [1] 24 [2]	
None Command Suggestions for lone	Statewi	de Improvement:		
Inspector's Findings:				
of this can be attributed to Ar and organizations (i.e., Sacra partnerships, etc.), has an ac regular traffic safety training i	ea's ou amento tive Se n eleme he Sou	treach activities. A Urban League, ne nior Volunteer pro entary, middle and th Sacramento Ard	Area is active eighborhood a gram staffed v I high schools ea is one of th	with local residents, and conducts , along with the Start Smart and le most active Child Safety Seat
	Conc	ur or 🗌 Do Not Co	ncur (Do Not C	oncur shall document basis for response)
None				
etc.)	ll address	s non concurrence by	commander (e.ç	g., findings revised, findings unchanged,
None				

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page 2 of 2

Command: S. Sacramento	Division: Valley	Chapter: 7-Public Reac.
Inspected by:		Date:
Lt. L. Lopez		9/01/09

		_	_	
Required Action			1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	
Corrective Action Plan/Timeline				
None				

Employee would like to discuss this report with the reviewer.	COMMANDER'S SIGNATURE	DATE 9/17/09
(See HPM 9.1, Chapter 8 for appeal procedures.)	INSPECTOR'S SIGNATURE	DATE
	Migram Douge	9/1/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	PATE /07
☐ Do not concur	8-70 g	

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
South Sacramento	Valley	252
EVALUATED BY		DATE
Lt. L. Lopez		9/01/09

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evalu	ation 🔽 Info	rmal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED Yes N		☐ Correction Report	COMMANDER'S REVIEW	Dres	DATE 09/17/09	
1. COMMUNITY	OPINION		Yes	ACTION REQUIRED No	CORRECTED	
a. How does	the community as	s a whole feel about the Department	? Overall, comments are	positive from every con	nmunity m	eeting,
presentati	on and community	y event attended. In addition, Key (Contacts also relate posit	ive input from constitue	nts.	
(1) Do all	sectors of the cor	nmunity have the same opinion?			☐ Yes	✓ No
b. Has good	rapport been esta	blished with leaders within the comn	nunity?		✓ Yes	□ No
c. Do people	believe the Depar	rtment represents their best interests	s?		✓ Yes	□No
d. Does the f	epartment have t	the reputation of impartially enforcing	g laws?		✓ Yes	□No
e. Do people	in the community	feel the Department is doing a good	l job?		✓ Yes	□No
f. How does	the reputation of t	he Department compare with other	agencies in the area? G	enerally, we have a bett	er reputation	on with
the public	based upon the le	evel of respect with which we treat o	our customers.			
2. THE OFFICE	R AND PUBLIC C	ONTACTS	Yes Yes	ACTION REQUIRED No	CORRECTED	1
a. What proc	dures have been	established to handle positive and/	or negative comments by	pleased/displeased mo	torists? No	egative -
Departmer	t's Citizens' Comp	plaint pgm / Positive - posting of con	plimentary letters and 10	00 form comments.		
(1) What is th	e ratio of complim	nents to complaints? 85:15				
(2) Does	appear officers a	are making successful public contact	ts?		✓ Yes	□No
(3) Is reco	gnition given to th	ne complimented officers?			✓ Yes	□No
(a) H	w? Correspond	ence is routed for officer initials, sg	t/mgt comments and pla	ced in respective person	nel file.	
(4) Has ar	effort been made	e to determine why some officers are	e more successful at pos	sitive public contacts?	✓ Yes	□No
(5) Are of	icers with patterns	s of complaints provided with correct	tive training and direction	1?	✓ Yes	□No
b. Based on i	nformation from th	ne public appearing at the Area office	e to clear citations, what	is the general opinion of	Area offic	ers? The
officers wi	ite too many tick	ets, but are generally respectful and	treat people with dignity	. Better than most othe	r law enfor	cement
agencies.						
(1) What i	the opinion of th	e public appearing at court regarding	g Area officers? Same a	s above.		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	($\dot{\mathbf{Z}}$) What, if any, other methods are utilized to determine	public opinion of Area of	ficers? Command interaction	on at function	s, scenes,
	meetings, etc., also interaction with allied agency supervi	sors and managers.	Mark		
3. N	NEWS MEDIA	Yes	ACTION REQUIRED No	CORRECTED)
а.	. Have guidelines been established to foster harmonious re	lations with the new me	dia?	✓ Yes	□No
	(1) Does the media treat the Department favorably?			✓ Yes	□ No
	(2) Are media representatives satisfied with their relations	ship with the Departmen	t?	✓ Yes	□ No
	(a) Has good rapport been established between Area	a personnel and the med	dia?	✓ Yes	□ No
	(3) Have personnel emphasized the Strategic Plan goals	when possible and app	icable?	✓ Yes	□ No
b.	. Have procedures been established for the routine dissemi	nation of accident/incide	ent information?	✓ Yes	□No
	(1) Is "Code 20" or a similar device used for more specta	cular incidents?	_	✓ Yes	□No
	(a) How are other kinds of news information disseming	nated to the media? Th	e PIO has a very good relat	ionship with l	ocal media
	and is well known among the media for easy contact	and two way communic	cation.		
C.	Are there specially prepared and coordinated programs to	handle specific traffic p	roblems?	✓ Yes	□No
	(1) Are multi-lingual programs emphasized?			✓ Yes	□No
	(2) Are public affairs press releases distributed to the public	olic in a timely manner?		√ Yes	□No
	(3) Is there adequate media involvement at local Area evo	ents?		√ Yes	□ No
	How are releases produced by headquarters distributed?	, ,		•	•
	(1) Is there follow-up to ensure releases are received in a	timely manner, and me	et the needs of the media?	✓ Yes	□No
	(2) Who is responsible to monitor the media for items con	cerning the Department	? The Area PIO and Mana	gement.	
	(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3) Are harmonious relations established and maintained	with the media by the P	AO?	✓ Yes	□No
	(4) Are strategic goals emphasized at PAO/TMC activities	s?		✓ Yes	□No
. s	chools	Yes	ACTION REQUIRED NO	CORRECTED)
a.	Has the commander identified problems that should be res	solved through the publi	c affairs program?	✓ Yes	□ No
	(1) Who supervises the program?	\$ P10		⊟ Yes	□No
	(2) Is preplanning evident in the school program?			✓ Yes	□No
	(3) Is the program designed and directed toward the solution	tion of specific problems	?	✓ Yes	□ No
	(4) Are activities discussed and planned with school admi	nistrators?		✓ Yes	□ No
	(5) Has the program been approved by the commander?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?			✓ Yes	☐ No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? Participation	ı, feedback, requests fo	r additional presentation	ons, and exar	nination of
		Program 10 stats.				
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recrui	tment efforts?		✓ Yes	□No
5. I	PUBL	IC AFFAIRS PROGRAM	EVALUATED Yes	ACTION REQUIRED No	CORRECTED)
a .	Has	s the commander identified problems that should be resolved	535	Torres .	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups	within the community?	?	√ Yes	□No
	(2)	Are ethnic groups' problems considered?		==	√ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where ap	ppropriate?		✓ Yes	□No
b.	Doe	es the commander keep the PAO fully briefed on current situa	tions which may be nev	vsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public aff	airs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward stra	ategic goals other depa	rtmental concerns?	✓ Yes	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic Plan quarterly?	ategic goals other depa	rtmental concerns?	✓ Yes ✓ Yes	□ No
	(3)				✓ Yes	
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	
	(3)	Does the PAO review the Strategic Plan quarterly?	he Strategic Plan are n		✓ Yes	
c.	(3) (4) (5)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly?	he Strategic Plan are n		✓ Yes	□No
C.	(3) (4) (5)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly? Is the PAO addressing issues assigned to him/her in a timely	he Strategic Plan are n		✓ Yes ed? NA ✓ Yes	□ No
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly? Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts?	he Strategic Plan are n manner?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
c.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly? Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, experience of the particular transfer of	he Strategic Plan are n manner?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly? Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, experience of the particular transfer of	he Strategic Plan are n manner?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
C.	(3) (4) (5) Is th	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the strategic Plan quarterly? Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, experience of the particular transfer of	the Strategic Plan are not manner? Stc.?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No
c.	(3) (4) (5) Is th (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, or Does the commander accept regular speaking engagements	the Strategic Plan are not manner? Stc.?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ th.	□ No □ No □ No
C.	(3) (4) (5) Is th (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, or Does the commander accept regular speaking engagements.	the Strategic Plan are not manner? Stc.?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes oth.	□ No □ No □ No □ No
C.	(3) (4) (5) Is th (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, or Does the commander accept regular speaking engagements. (a) If experience is lacking, is the commander doing anything Are supervisors involved in the community?	the Strategic Plan are not manner? Stc.?	ot adequately address	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes oth.	□ No □ No □ No □ No □ No
C.	(3) (4) (5) Is th (1) (2)	Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, or Does the commander accept regular speaking engagements. (a) If experience is lacking, is the commander doing anything Are supervisors involved in the community? (a) Do they make public appearances?	the Strategic Plan are not manner? Stc.? The or are these delegate of the correct this?	d to subordinates? Bo	✓ Yes ed? NA ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No □ No □ No □ No □ No □ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Áre	✓ Yes	□No	
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM TYCEPTIONS DOCUMENT

Command: 246	Division: Valley	Chapter: 8
Inspected by: Lieutenant	Γ. Malone	Date: 09-23-09

number of the inspection in the Chapte shall be routed to and its due date. Th	er Inspection number. Under "Fo is document shall be utilized to c	exes as necessary, or fill in the blanks as indicated rward to:" enter the next level of command wher document innovative practices, suggestions for some used to appeal findings. A CHP 51 Memoran	e the document tatewide
TYPE OF INSPECTION Division Level	_evel	☐ Corrective Action Plan Included☐ Appeal Included☐ Attachments Included	
Follow-up Required: Yes No Due Date: 10-15-09		Commander's Signature:	Date: 09-23-09
Chapter Inspection: Inspector's Comments Regar	ding Innovative Practice	S:	

In an effort to recognize exemplary performance, complimentary letters, notes from pleased motorists, and commendations get presented in briefings in front of the Area squad and placed on a "Good guy" ard" for all to see.

Establishing positive working relationships with the media and community organizations such as the local radio stations and Lake Tahoe South Shore Chamber of Commerce has been very beneficial to the SLT Command. The PIO does regular presentations on local radio stations. Both the Commander and the PIO attend community events and meetings which have resulted in partnerships and a considerable amount of complimentary feedback from local businesses. Taking the time to show concern by attending community meetings has resulted in a greater level of support and confidence by the community. One such partnership was a Child Safety Seat Inspection at a local car dealership. Another was the Area's involvement in a community event called "The Day of The Child." Programs the Area is involved in such as the "Every 15 Minutes" program, the "Start Smart" program, the "Winter Safety and Survival" program, "Bicycle Rodeos/equipment safety inspections" at local schools and the "drug Store Project" tends to show the community the emphasis our Department and Area places on safety and our genuine concern for the community.

Command Suggestions for Statewide Improvement:

Surveying members of the public who come into the Area office, whether it is to get a ticket signed off or to obtain the copy of a collision report, we ask if the contact with our officer was of a positive nature. The majority of those surveyed have a supportive and positive response, sometimes surprised that we would even ask the question.

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

rage 2 of 4

Command: 246	Division: Valley	Chapter:
Inspected by: Lieutenant T. Ma	alone	Date: 09/23/2009

Inspector's Findings:		

Community Opinion: The SLT Area has developed a positive relationship with the community. The working relationship with our allied agencies is a cooperative partnership to attain a common goal. The Area's relationship with Alpine County Sheriff's Department, El Dorado County Sheriff's Department, South Lake Tahoe Police Department, Lake Valley Fire Protection District, South Lake Tahoe Fire Department, the US Forest Service, Cal-Trans District 3 and District 10 are very strong. Recently, Staff from the El Dorado County Board of Supervisors office, District 5, Norma Santiago, commented saying the SLT office is more responsive to community issues than we have ever been in the past. The Commander of the El Dorado County Sheriff's Department in South Lake Tahoe said the working relationship between our two agencies is the best it has ever been. The Area's positive relationship with SLT PD has allowed us to complete four joint DUI checkpoints and several joint DUI roving patrol operations this year. The feedback from community organizations has been overwhelmingly positive. Regular attendance at community meetings such as the Lake Tahoe South Shore Chamber of Commerce, the El Dorado County PIO Group, the Meyers Round Table, and the Barton Hospital EMCC meetings has allowed different community organizations to have access and a voice in relation to CHP issues. Local business owners who are members of the Chamber of Commerce have been very complimentary of CHP operations and the professionalism of our officers. Officials from the South Lake Tahoe Unified School District have called the Area Commander to compliment our officers and Area PIO. Officer Jeff Gartner, in relation to their successes working with local school children.

The Officer and Public Contacts: Overwhelmingly the majority of the Area's officer and public contacts are positive in nature. Positive comments such as complimentary letters, email messages and phone calls are documented on the officer's monthly evaluation. Additionally, complimentary letters and commendable Form 2s are presented in briefing in front of other squad members and placed on a "Good Guy" board for all to see. Negative encounters are addressed with counseling, 100 from comments or if warranted a citizen's complaint investigation. An effort to determine why some officers are more successful in making positive public contacts than other officers is ongoing. Clearly an officer's attitude toward the public and their overall professionalism are key factors. The majority of our effort is allocated toward the few officers who have received the most citizens' complaints and why. Corrective training and direction has been provided to our most serious situations regarding negative contacts with the public. In the most recent situation of an Area officer receiving an inordinate number of discourtesy complaints; the officer was placed on Interim Reporting for 60 days, required to have an Area sergeant ride along every 10 days and submit audio recordings of all his public contacts. In this particular situation progressive discipline is being used to address the problem. Surveying members of the public who come into the Area office, whether it is to get a ticket signed off or to obtain the copy of a collision report, we ask if the contact with our officer was of a positive nature. The majority of those surveyed have a supportive and positive response. Although people who have been cited by our officers and are subsequently appearing in court find themselves in a negative situation; the majority of people questioned responded by saying "I know the officer was just doing his/her job" or relate "the officer was nice about it, but I don't think I was actually going that fast." Other methods used by the Area to

COMMAND INSPECTION PROGRAM TYCEPTIONS DOCUMENT

rage 3 of 4

Command: 246	Division: Valley	Chapter:
Inspected by: Lieutenant T	. Malone	Date: 09/23/2009

determine the accuracy of public opinion are listening to feedback at community meetings. The Area Commander has received positive comments from business owners, City Counsel members and County Supervisors as well as general positive responses from members of the public.

News Media: Guidelines have been established to foster and maintain positive relationships with local print, radio and television media outlets. The Area PIO has developed strong positive working relationships with all the local media outlets. The Area PIO does regular presentations on local radio stations addressing Strategic Plan Goals, driver safety, local programs and special events. The Area Commander has also done interviews on local radio programs addressing Strategic Plan Goals and Area Safety programs. News information is such as accident/incident media releases, DUI checkpoints, recruiting information and HQ news releases have been sent to media outlets directly by FAX or electronic mail. Due to the positive working relationship the Area PIO has developed with media outlets; the local newspapers and local radio stations; they have consistently published or broadcast the information provided to them. The PIO, Commander and Area Clerical Staff read the local newspapers and identify items concerning the Area and the Department. Overall, the Area enjoys a well developed positive relationship with local media outlets.

Schools: The programs administered at our local schools are one of our strongest public affairs accomplishments. The Area is involved in the following programs within the Lake Tahoe Unified School District; "Every 15 Minutes Program," the "Drug Store Project," the "Start Smart" program, the "Winter Driving Safety and Survival" program and "Bicycle Safety Rodeos and Equipment Checks." The programs are discussed and planned with school administrators in advance; they are well developed and are received in a positive light. The Area school programs receive prior approval by the Commander and follow departmental priorities. Our Area school programs range from presentations to kindergarten age children up to grade 12. The programs have proved to be very successful and are measured by the feedback we receive from school administrators, the number of children that attend, and the level of enthusiasm demonstrated by the children who attend.

Public Affairs Program: The Area Public Affairs Program is designed to reach all age groups and demographics within the South Lake Tahoe Community. The largest ethic group in the SLT Area is the Hispanic segment of our population. The Area has one bilingual officer and that officer is actively involved in the Hispanic community. Our bilingual officer serves on a Community Hispanic Advisory Committee, attends community Hispanic events and works with the El Dorado County Disaster Planning Commission providing presentations in Spanish to local residents. Strategic Plan goals and a sound safety messages are always the focus of our Public Affairs Program. The Commander keeps the PlO apprised of current situations that may be newsworthy and frequently meets with the PlO to assess the effectiveness of current Public Affairs Programs and strategies. The PlO addresses public affairs issues in a timely manner by being proactive and providing the information to the media before it is requested. The Area Commander is directly involved in public contacts, is a member of the Lake Tahoe South Shore Chamber of Commerce and attends many community meetings. Recently, the Area Commander attended and provided a presentation at the Western States Auto Theft Investigators Conference as well as the Lake Tahoe Community College, Criminal Justice Advisory Committee. Area supervisors are involved in the community by attending community meetings and Chamber of Commerce Mixers. Area

COMMAND INSPECTION PROGRAM

FYCEPTIONS DOCUMENT

rage 4 of 4

Command:	Division:	Chapter:
246	Valley	8
Inspected by:		Date:
Lieutenant T	. Malone	09/23/2009

supervisors have also attended summer fireworks safety meetings, meetings for the many special events that occur in the Area such as the annual "Death Ride" in Alpine County and the Lake Tahoe Marathon" in El Dorado County as well has the other 12 special events the Area is involved in every year. Area officers are given the opportunity to and encouraged to be involved in community events and the public affairs programs, however if it does not involve overtime, enthusiasm for public affairs programs is low. Supervisors and Area officers who are involved in Public Affairs programs are appropriately recognized by commendable Form 2s and verbal recognition. Commander's Response:
☐ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response) Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.) None Required Action Corrective Action Plan/Timeline None

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures	COMMANDER'S SIGNATURE	9-23-09
	INSPECTOR'S SIGNATURE	9-23-09
Reviewer discussed this report with employee Concur Do not concur	EVIEWER'S SIGNATURE	11/23/09

Department of California His AREA MANAGEMENT	(+)	246 Area	VALLEY Division	Numbe	er 8
Chapter 8 PUBLIC REACTION		Evaluated By	MALONE	Date	9-23-09
INSTRUCTIONS: Indicate "Action Required" box. be initialed and dated a answers, or fill in the bi can be placed in the Su findings, accomplishme evaluator's overall impri can be handwritten if de	If this form is used as s deficiencies are corre lanks as indicated. If a immary Statement. The nts or corrective action essions. This form can	a Correction Reported. Answer incommer dditional commer e Summary State as, unresolved item	ort, the "Correction of the control	on" box si i "yes" or the inforr de signific rogress, a	hould "no" mation cant and the
Type of Evaluation				0	
Formal Evaluation 🔲 Int	formal Evaluation	Suspense Date	10 - 13 - 0	7	
Follow-up Required	Correction Report	Tyn	Palone		_
		Commander's Revo	ew	Date	
1. COMMUNITY OPINION		Evaluated	Action Required	Correcte	d
	to community have the same		VJALIS	Yas Yas	□ No
	established with leaders within			-	
	epartment represents their be-			₩ Yes	□ No
	ive the reputation of impartial			Yes	□ No
	inity feel the Department is de		1.10	Ø Yas	O No
	of the Department compare				D EDSO
	ELLENT REPUT		The same transfer and the	1	
L THE OFFICER AND PUBLI	C CONTACTS	Evaluated	Action Required	Correcte	d I
pleased/displeased motorists		TORINT CON	MENTS ARE		
(1) What is the ratio of	f compliments to complaints?	U MASS TO SERVED	1 0	160	(J) 1/0/241.
79994	ers are making successful pub	<i>p</i> .		Yas	□ No
	to the complimented officers?			Yas	□ No
and the same and t			2 21 ARE A	and the second	WIED IN BEIEF
	made to determine why some		essful at	Yes	□ No
(5) Are officers with or	atterns of complaints provided			₩ Yas	□ No
HP 453H (Rev 1-96)	PROGRESSE	IE DISCI	PLINE		Page 1

L PORTE LA	the residence of the same of				
AREA MANAGEMENT EVALU					
Chapter 8 PUBLIC REACTION				720	
	ublic appearing at the Area office to clear citations, what is	the general opinion	on of ABO	200	
THIER CONTACT WI	HEN THEY POME TO THE	OFFIL	F FOI	2	
A MULTITUDE OF	EASONS. THE RESPONES ARE	mort	y Pos	TIVE	
(1) What is the eninge of the or	ublic appearing at Court regarding Area officers? MEM	DEDJ NE	TUE	PUBLIC	
APPEARING IN COLURT	HAVE TNOTCATED OUR OFFICE	ES ARE TI	UE ADA	T PPAFE	SUZONAL
	are utilized to determine public opinion of Area officers?	TI PUT FA	on a	25m250	
1 0	200 1-2 10 P 11 :-	- ALIAMAR	POF	COMMEN	6
3. NEWS MEDIA	Evaluated Action Required	Corrected	200	Diffeed	Ξ,
a. Have guidelines been established t	to foster harmonious relations with the news media?	☑ Yes	□ No		ľ
(1) Does the media treat the Dep	partment favorably?	Yes	□ No		
(2) Are media representatives sat	tisfied with their relationship with the Department?	Yes	□ No		
(a) Has good rapport been a	stablished between Area personnel and the media?	☑ Yes	□ No		
(3) Have Area personnel emphasi	zee CMP goals when possible and applicable? STRAT	MAL TYES	□ No		
	for the routine dissemination of accident/incident information		□ No		
(1) Is "Code 20" or a similar dev	rice used for more spectacular incidents?	Yes	□ No		
(a) How are other kinds of a	news information disseminated to the media? WE U	SE PRE	55		
01		HE ME	DIA		
	coordinated programs to handle specific traffic problems?	Yas	□ No		
(1) Are multi-lingual programs em	11 10 1	OFCR BYES	□ No		
	ses distributed to the public in a timely manner?	₩ Yas	□ No		
(3) is there adequate media invol	vernent at local Area events?	Yas	□ No		
d. How are releases produced by hea	2 2 2-2 -0	IL JEF	F		
COSTNER REATES					
APPROVED BY THE	1	OUT.	-		
(1) is there follow-up to ensure r	eleases are received in a timely manner, and meet the need	P.C. Yes	□ No		
	the media for items concerning the Department?				
THE PTO, CLER	ICAL PRAFF AND COMMANDEN	READ A	weal,	PAPERI.	
(a) Are significant items sent	t to headquarters?	☐ Yes	□ No		
(3) Are harmonious relations esta	blished and maintained with the media and the PAO?	Yes	□ No		
(4) Are CMP goals emphasized at	PADITMC activities? PRAT PLAN	☐ Yes	□ No		
CHP 453H (Rev 1-95)			Page 2		2
· ·					

SCHOOLS	Evaluated	Action Required	Corrected		
a. Is the program for schools specific to the	needs of the Area?		Yes	□ No	*
(1) Who supervises the program?		MMANDER			
(2) Is proplanning evident in the school p			Yas	□ No	l
(3) Is the program designed and directed toward the solution of specific problems?			Yes	□ No	i
4) Are activities discussed and planned with school administrators?			E Yas	□ No	
(5) Has the program been approved by th	ne commander?		☐ Yes	□ No	
(6) Does the program follow departments	l priorities?		Yas	™ No	
(7) Are all grades included?	K THROLLON	112	(E Yes	□ No	
(8) How is the success of the program m	neasured? THE N	IUMBER OF	- Stape		
PARTICIPATING AND TH	YE LEVEL O	ENTHUSIA	en BY	STRDENTU	ANDO
(9) is it successful? OUA PTO I	I VERY INV	OLVED IN SE	HOOLS TYPE	□ No	
(10) Are activities coordinated in conjunc	tion with Division recruitm	ent efforts?	T Yes	□ No	3-
. PUBLIC AFFAIRS PROGRAM	Evaluated	Action Required	Corrected		
a. Has the commander identified problems th the Public Affairs Program?	at should be resolved thro	ugh	☐ Yes	OF No	
(1) Does the Public Affairs Program reach all groups within the community?			Yes Yes	□ No	
(2) Are ethnic groups problems considered	12 HESPANIE	Communiti	OB Yes	□ No	5
(3) Are bilingual officers utilized?	ce JR PS	INEDO	C Yes	□ No	
(4) Is the current CMP emphasized when	and where appropriate?	PRAT PLAN	/ PYes	□ No	
b. Does the commander keep the PAO fully be newsworthy?	priefed on current situation	s which may be	Yes	□ No	
(1) Does the PAO report directly to the commander on public affairs matters?			TY Yes	□ No	
(2) Does the PAO concentrate most of his departmental concerns?		goals and other	Yes	□ No	
(3) Does the PAO review the CMB quarterly? STROT PLW			Yes	□ No	
(4) What action does the commander init	iate when the goals of the	CMP are not adequately	addressed?		
WE HAVE NOT EN	COUNTERED	THEN PROB	EM, W	EUSE	
THE STRAT PLAN,	AN OUR PL	LATFORM,			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?			☐ Yes	□ No	
c. Is the commander involved in public contacts?			Yes	□ No	5
(1) Is membership maintained in a service club, safety council, etc.?					

(2) Does the commander accept regular speaking engagements, or age these delegated to subordin	nates?		-
0- 11		MILABLE	5
PPRETUNITY CHAMBER OF COMMERCE, BOARD OF		VISORS,	
	ZAVE Yes	□ No	
(3) Are supervisors involved in the community?	₩ Yes	□ No	1
(a) Do they make public appearances? CommuNITY MEETENCY	Yes Yes	□ No	
(b) Is training provided for those who lack experience?	D Yes	□ No	
(4) Are all supervisors aware of CMP poals and the approach the public affairs program has taken towards them?	Yes	□ No	1
(a) Are action steps being addressed in a timely manner?	Yes Yes	□ No	
d. Are all employees encouraged to understand and participate in public affairs programs?	☐ Yes	□ No	
(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	₩ Yes	□ No	

•	Ar .						
Department of California High AREA MANAGEMENT EVALUATI SUBJECT:	Department of California Highway Patrol AREA MANAGEMENT EVALUATION SUPPLEMENT SUBJECT: DATE:						
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CHP 454 (Rev 1-95)		XI.					

CHAPTER 8 PUBLIC REACTION

1. <u>COMMUNITY OPINION.</u> How does the community feel about the Department? Do all sectors of the community have the same general impression? Has good rapport been established with leaders in all segments? Do people believe the Department represents their best interests? Does it have the reputation of impartial enforcement of laws? Do they believe the Department is doing a good job? How does the reputation of the Department compare to other law enforcement agencies in the area? It will probably be necessary to contact representative members of the community (e.g., local editors, service club members, church leaders, judges, teachers, small business operators, allied agencies, minority group members) to get an accurate impression of this subject matter.

2. THE OFFICER AND PUBLIC CONTACTS.

- a. <u>Reaction to Public Contacts.</u> Have procedures been established to assure proper handling of positive and negative comments by pleased or displeased motorists? What is the ratio between compliments and complaints? How is this determined? Does it indicate Area officers have been making successful public contacts? Is recognition
- f given to complimented officers? How? Is there a positive effort to learn the techniques that make some officers more successful? Are officers with patterns of complaints provided with corrective training and direction?
- b. Sampling Impressions. One method of sampling the impression officers make on the public is to interview a series of persons appearing at the office to clear violations. Some resistance from the public may be expected, but it may be overcome to a considerable extent by displaying objectivity and avoiding a discussion of the merits of the citation/charge when possible. Another source is to talk with traffic court clerks who accept bail. Motorists often relate their feelings about officers to these clerks. In certain cases, it may be advisable to sample violators cited by a particular officer. If this is done, it should be handled confidentially to avoid a possible morale problem. To counteract bias that may occur from an enforcement contact, the evaluating officer may want to consider contacting vehicle owners that have been offered or provided assistance by an officer. License numbers are recorded on CHP 415s when an officer provides assistance to a disabled motorist (ADV). A form letter asking for general impressions mailed to several vehicle owners may provide insight into the officer's contact with the public.

c. <u>Briefing Discussions.</u> Do supervisors capitalize on examples of successful officer techniques by discussing them at briefings? This serves a dual purpose of recognizing one officer's good work while providing positive direction to the rest of the officers.

3. NEWS MEDIA.

- a. <u>Guidelines</u>. Have guidelines been established to foster harmonious relations with the news media? Does the media treat the Department favorably? Are media representatives satisfied? Has good rapport been established between Area personnel and the media? Have Area personnel emphasized Command Management Plan (CMP) goals when possible and applicable (i.e., if CMP is seat belt related, do news releases related to accidents indicate seat belt usage)?
- b. <u>Notification</u>. Have procedures been established for routine dissemination of accident/incident information? Is "Code 20" or a similar device used for more spectacular incidents? How are other kinds of news such as exceptional arrests and humorous situations handled?
- c. <u>Special Programs.</u> Are there specific traffic situations (e.g., traffic congestion, recreation, snow, fog, dust, mass transit strikes, CMP, etc.) for which specially prepared and coordinated programs might be effective? Are multi-lingual programs emphasized? Are public affairs press releases being distributed to media in a timely manner? Is there adequate media involvement at events? Local radio stations are often willing to regularly tape, for later release, traffic items of interest to local residents. Television stations are usually interested in periodic presentations of well prepared, traffic related subjects. One or both of these medias should be employed whenever possible.
- d. <u>Headquarters Releases</u>. How are releases produced by headquarters distributed? Is there a follow-up procedure to see if they are received promptly, and if they meet the media's needs? Who is responsible to monitor the media for items concerning the Department (e.g., editorial comments, cartoons, letters to the editor, etc.)? Are significant items sent to headquarters? Are harmonious relations established and maintained with the media by the public affairs officer (PAO)? Are CMP goals emphasized at PAO/Traffic Management Center activities?

4. <u>SCHOOLS.</u> The school program will be much more meaningful if it is specific. Who supervises the program? Is preplanning evident in the school program? Is the program designed and directed toward the solution of specific problems? Are activities discussed and planned in advance with school administrators? Has the program been approved by the commander? Does the program follow departmental priorities? Are all grade levels included? How is the success of the program measured? Is it successful? Are media activities coordinated in conjunction with Division recruitment efforts?

5. <u>PUBLIC AFFAIRS PROGRAM.</u>

- a. <u>Scope of Program.</u> Has the commander identified problems that should be resolved through the Public Affairs Program? Does the Public Affairs Program reach all appropriate groups (i.e., military, employee, civic and community organizations)? Are ethnic groups' problems considered? Are talents of bilingual officers used? Is the current CMP emphasized when and where appropriate?
- b. <u>Public Affairs Officer.</u> Does the commander keep the PAO fully briefed on current situations which may be newsworthy? Does the PAO report directly to the commander on those matters of public affairs? Is the PAO concentrating most of his/her efforts toward CMP goals and other departmental concerns? Does the PAO review the CMP quarterly? Is input given by the commander when the goals of the CMP are not adequately addressed? Check the Area's CMP for action steps assigned to the PAO. Is the PAO addressing issues assigned to him/her in a timely manner?
- c. <u>Commanders and Supervisors.</u> How is the commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these duties delegated to subordinates? If experience is lacking, is the commander doing anything to correct this? Are supervisors involved in the community? Do they make public appearances? Is training provided for those who lack experience? Is out-service training suggested as an option? Are all supervisors aware of CMP goals and other concerns, and the approach the Area Public Affairs Program has taken towards them? Are action steps being addressed in a timely manner?
- d. Other Employees. All employees should be encouraged to understand and participate in public affairs activities. Many officers now coach Little League teams, act as Scoutmasters, etc. Their involvement in these activities is certain to enhance the image of the Department within the local community. Areas should consider establishing some procedure for determining which employees are involved in public service programs. These employees should be given appropriate recognition for their efforts.

8-3 HPG 22.1

COMMAND INSPECTION PROGRAM

TYCEPTIONS DOCUMENT

رم	а	g	е	1	of	3

Command:	Division:	Chapter:
San Andreas	Valley	8 (HPG 22.1)
Inspected by:		Date: 9/21/2009
D. L. Jenkins, #	<i>‡</i> 14776	

rage 1013				
INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, co	Inspecti docum	on number. Under "Forw ent shall be utilized to do	ard to:" enter the ne	rill in the blanks as indicated. Enter the chapter xt level of command where the document ractices, suggestions for statewide e used if additional space is required.
TYPE OF INSPECTION Division Level Command I Executive Office Level	_evel	Total hours expende inspection: 4 Hours	d on the	☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required: ☐ Yes ⊠ No		ard to: Valley Division Date: 10/09/2009		
Chapter Inspection: Public R	eaction	1,5		数 排现经验的销售 有类的 25 的复数发表。19
to reach a broader demograph	roactiv nic than g relat nal prin	ve in contacting then what is reached to ionships with various to media.	local media, ut hrough the trad	tilizing a local morning radio show litional news media. Additionally, dia, including news sites on the
None.	ialewic	de improvement.		
Inspector's Findings:				
San Andreas Area benefits fro community outreach, various pathe community it serves.	m a st progran	rong working relations, and the profess	onship with the sionalism of its	local media, and through it's employees, is highly regarded by
Commander's Response:	Concu	ır or 🗌 Do Not Con	cur (Do Not Cond	cur shall document basis for response)
I concur with the inspector's fir	nding r	egarding the public	s's positive perc	ception of the San Andreas Area.

COMMAND INSPECTION PROGRAM

TXCEPTIONS DOCUMENT

rage 2 of 3

Command:	Division:	Chapter:	
San Andreas	Valley	8 (HPG 22.1)	
Inspected by:	Date: 9/21/2009		
D. L. Jenkins, #	D. L. Jenkins, #14776		

Inspector's Comments:	Shall address non concurrence by commander	(e.g.	, findings revised,	findings und	changed,
etc.)	·	, -		Ū	•

N/A

COMMAND INSPECTION PROGRAM

TXCEPTIONS DOCUMENT

rage 3 of 3

Command:	Division:	Chapter:
San Andreas	Valley	8 (HPG 22.1)
Inspected by:	Date: 9/21/2009	
D. L. Jenkins, #	<i>‡</i> 14776	

Required Action	
Corrective Action Plan/Timeline	
N/A	· C

the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	9/21/09
	SIGNATURE DATE 9/21/2009
Reviewer discussed this report with employee	
Concur Do not concur	mga 9/28/09

STATE OF CALIFORNIA AREA DIVISION NUMBER DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION San Andreas (255) Valley 255-09-003 EVALUATED BY PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009 D. L. Jenkins, #14776 09/21/2009 RUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired. TYPE OF EVALUATION SUSPENSE DATE ☐ Formal Evaluation 10/09/2009 FOLLOW-UP REQUIRED COMMANDER'S REVIEW ☐ Correction Report ☐ Yes √ No BY EVALUATED ACTION REQUIRED 1. COMMUNITY OPINION Yes Νo a. How does the community as a whole feel about the Department? Surveys are conducted each October. These surveys indicate the CHP is regarded in a positive light by the community, and are generally pleased with the professionalism of the Department. (1) Do all sectors of the community have the same opinion? No Yes b. Has good rapport been established with leaders within the community? Yes ☐ No c. Do people believe the Department represents their best interests? ✓ Yes ☐ No d. Does the Department have the reputation of impartially enforcing laws? √ Yes ☐ No e. Do people in the community feel the Department is doing a good job? ✓ Yes □ No f. How does the reputation of the Department compare with other agencies in the area? Calaveras County has one Police

EVALUATED Yes

ACTION REQUIRED

CORRECTED

No

narrative.

(1) What is the ratio of compliments to complaints? In 2009, Area has received an equal number of both compliments and complaints.

Department in addition to the Sheriff's Department. The CHP is held in a higher regard than either of the two other agencies.

(2) Does it appear officers are making successful public contacts?

✓ Yes

(3) Is recognition given to the complimented officers?

✓ Yes ☐ No

(a) How? Refer to attachment.

2. THE OFFICER AND PUBLIC CONTACTS

(4) Has an effort been made to determine why some officers are more successful at positive public contacts?

Yes □ No

(5) Are officers with patterns of complaints provided with corrective training and direction?

✓ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The general opinion is favorable. Officers receive comments describing them as professional, helpful, and courteous.

☐ No

(1) What is the opinion of the public appearing at court regarding Area officers? The Superior Court and District Attorney's Office both

described Area Officers in a positive manner.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

-	-	_					
	(2)	What, if any, other methods are utilized to determine public	opinion of Area officers	? The CHP 414, Commu	anity Servi	ces Survey, is
	1	us	ed during the month of October to solicit the opinions of the	population we provide s	service to.		
3.	NE	W	S MEDIA	Yes EVALUATED	ACTION REQUIRED NO	CORRECTED)
	a. F	Ηa	ave guidelines been established to foster harmonious relations	with the new media?	v.	✓ Yes	□No
_	(1)	Does the media treat the Department favorably?			✓Yes	□No
	(2	2)	Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	□No
_			(a) Has good rapport been established between Area person	onnel and the media?		✓ Yes	□No
_	(;	3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	9?	✓ Yes	□No
	b. F	łа	ive procedures been established for the routine dissemination	of accident/incident info	ormation?	✓ Yes	□No
	(*	1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated	to the media? Press Re	leases are used to dissen	ninate infor	mation to
			local media outlets regarding public safety messages, road	closures, specific hazar	ds, and traffic collisions.		
	c. A	١re	e there specially prepared and coordinated programs to handle	e specific traffic problem	าร?	✓ Yes	□No
	(1	1)	Are multi-lingual programs emphasized?			Yes	✓ No
	(2	2)	Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No
	(3	3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d. H	ło	w are releases produced by headquarters distributed? Press	Releases produced by I	Headquarters are dissemi	inated to th	e media in
	tl	he	same manner as local releases.				
	(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	Yes	□No
	(2	2)	Who is responsible to monitor the media for items concerning	g the Department? The	e Public Affairs Officer ((PAO) is re	sponsible for
			monitoring the media. Additionally, the Commander and A	Area Sergeants monitor	the local media to supple	ement the P	AO's efforts.
			(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3	3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	SCH	0	OLS	Yes	ACTION REQUIRED No	CORRECTED	
	a. H	as	s the commander identified problems that should be resolved	through the public affair	rs program?	✓ Yes	□No
	(1))	Who supervises the program?			✓ Yes	□No
	(2))	Is preplanning evident in the school program?			✓ Yes	□No
1	(3))	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
	(4))	Are activities discussed and planned with school administrate	ors?		✓ Yes	□No
	(5))	Has the program been approved by the commander?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 45	33H (Rev. 5-06) OPI 009				
Ī,	(6) Does the program follow departmental priorities?			✓ Yes	□No
((7) Are all grade levels included?			✓ Yes	□No
((8) How is the success of the program measured? Refer to a	ttachment.			
15					
((9) Is it successful?			✓ Yes	☐ No
((10) Are activities coordinated in conjunction with Division reci			✓ Yes	□No
5. PU	JBLIC AFFAIRS PROGRAM	Yes Yes	No REQUIRED	CORRECTED)
a. I	Has the commander identified problems that should be resolve	d through the Public Affai	rs Program?	✓ Yes	□No
((1) Does the Public Affairs Program reach all appropriate grou	ips within the community?		✓ Yes	□No
((2) Are ethnic groups' problems considered?			✓ Yes	□No
((3) Are bilingual officers utilized?			✓ Yes	□No
(4) Is the current Strategic Plan emphasized when and where	appropriate?		✓ Yes	□No
b. [Does the commander keep the PAO fully briefed on current situ	uations which may be new	vsworthy?	✓ Yes	□No
(1) Does the PAO report directly to the commander on public a	affairs matters?		✓ Yes	□No
()	2) Does the PAO concentrate most of his/her efforts toward s	trategic goals other depar	tmental concerns?	✓ Yes	□No
(;	3) Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
(4	4) What action does the commander initiate when the goals o	of the Strategic Plan are no	ot adequately address	ed? Refer to	attachment
(!	5) Is the PAO addressing issues assigned to him/her in a time	ely manner?		✓ Yes	□No
c. Is	s the commander involved in public contacts?			✓ Yes	□No
('	Is membership maintained in a service club, safety council,	, etc.?		☐ Yes	✓ No
(2	Does the commander accept regular speaking engagemen	its, or are these delegated	I to subordinates? Th	e Commande	er accepts
	requests for speaking engagements and attends community	y meetings.			
	(-) If				
	(a) If experience is lacking, is the commander doing anyth	ning to correct this?		✓ Yes	□No
(3	3) Are supervisors involved in the community?			✓ Yes	□No
	(a) Do they make public appearances?			✓ Yes	□No
	(b) Is training provided for those who lack experience?			✓ Yes	□No
) (4	4) Are all supervisors aware of strategic goals and the approa taken towards them?	ich the public affairs progr	am has	✓ Yes	□No
	(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

STATE₇OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

Ŧ	Are	e all employees encouraged to understand and participate in public affairs programs?	√ Yes	
1	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

AREA MANAGEMENT EVALUATION SUPPLEMENT

JECT: Public Reaction	DATE: 09/21/2009
SECTIONS	COMMENTS
2.a.	Positive correspondence is reviewed by the Commander, posted in the Briefing Room, and placed i
	each employee's Field Folder. For complaints, supervisors contact each complainant and follow the
	Citizens' Complaint Policy if necessary.
2.a.(3)(a)	Compliments are reviewed by the Commander, posted in the Briefing Room, and placed in each
	employee's Field Folder. Verbal compliments brought to the attention of Area personnel are
	reflected on each employee's monthly evaluation.
3.c.	Special Enforcement Units and the Traffic Complaint process are used to address specific traffic
	complaints.
3.c.(3)	Area involves the local media to disseminate information regarding Department programs such as
	"Click It or Ticket," "Sober Grad," and "Every 15 Minutes," as well as Sobriety Checkpoints, Child
	Safety Seat Checkpoints, and other important information regarding traffic safety.
4.a.(1)	The Area Commander supervises the Public Affairs program.
· a.(4)	Area coordinates a variety of programs with school administrators. These include "Sober Grad,"
1	"Every 15 Minutes," "Start Smart," as well as bicycle safety and school bus safety with elementary
	schools. Additionally, administrators are encouraged to contact Area if they have any traffic safety
	issues at their respective schools.
4.a.(8)	Success of the program is measured by the response Area receives from the schools, as well as the
	continued support and requests for Department presentations.
5.a.(1)	Local media is used to reach all segments of the population. This includes the local newspapers, the
	local radio station, and the news sites available on the Internet, such as "My Motherlode.com" and
	"The Pine Tree.net." Schools, parents, senior citizens, and youth groups are reached through Area
	participation in local events, the Calaveras County Fair, and through presentations at local schools.
.b.(4)	Added emphasis is placed on meeting Area Strategic Plan Goals, such as enforcement of occupant
	restraint violations, speed violations, apprehension of impaired drivers, and other primary collision
	factor violations.
)	

COMMAND INSPECTION PROGRAMFXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
214 - Sacramento CC	201 - Valley	8
Inspected by:	Date:	
Sergeant Steve Pellegrin	08/10/-8/10/2009	

age 1 of 2

INSTRUCTIONS: This document shall be number of the inspection in the Chapter I shall be routed to and its due date. This improvement, identified deficiencies, corr	nspectio docume	on number. Under "Forward to ent shall be utilized to documen	:" enter the nex it innovative pra	actices, suggestions for statewide
TYPE OF INSPECTION Division Level Command Le Executive Office Level	evel	Total hours expended on tinspection:	the	☐ Corrective Action Plan Included☐ Attachments Included
Follow-up Required: ☐ Yes ⊠ No		rd to: Valley Division ate: October 15, 2009		
Chapter Inspection: Chapter 8	3 – Pu	ıblic Reaction		
Inspector's Comments Regard	ding In	novative Practices:		
None. Command Suggestions for Sta	atewid	le Improvement:		
Command Caggoonono for Ott	ato vvio	ic improvement.		
ivone.				
Inspector's Findings:				
In response to a Comm-Net Me conducted a Division selected in departmental policy, and involve center), interaction with the pub- exception of providing traffic info No discrepancies were noted do	nspec emen lic is o ormat	tion of their public read t. Due to the overall na generally limited to tele ion to news entities/pul	tion progra ture of the phone conv	m to ensure compliance with command (communications versations only, with the
Commander's Response: ☐ C	Concu	r or 🗌 Do Not Concur (Do Not Conc	ur shall document basis for response)
None.				
Inspector's Comments: Shall ac etc.)	ddress	non concurrence by comma	ander (e.g., fi	ndings revised, findings unchanged,

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Command: Division: 214 - Sacramento CC 201 - Valley Inspected by: Sergeant Steve Pellegrino, 14988

Chapter: 8 Date:

08/10/-8/10/2009

age 2 of 2

Required Action		
Corrective Action Plan/Timeline		

Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE
the reviewer.		10 10 19
(See HPM 9.1, Chapter 8 for appeal procedures) Hamfion	09.03.01
	INSPECTOR'S SIGNATURE	DATE,
\ \ \		9/2/m
	A I JI MA	110197
Reviewer discussed this report with	REVIEWER'S SKINATURE	DATE
employee	1 HAAR	9/11/06
☐ Do not concur	11000	1111101
	X	

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

.P 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Sac. Comm. Center	Valley	214
EVALUATED BY		DATE
Sgt. S. Pellegrino		8/1-8/10/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		ALUATION	formal Evaluation	SUSPENSE DATE			
	Yes	REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	from	DATE P. C	03.09
1. C	OMN	MUNITY OPINION		Yes Yes	No REQUIRED	CÓRRECTE)
a.	. Ho	w does the community	as a whole feel about the Departmer	nt? The Sacramento Com	munications Center disp	patches for	several
	Va	alley Division Area's. I	nteraction with the public is general	ly limited to telephone cor	nversations. Most are p	ositive.	
	(1)	Do all sectors of the o	community have the same opinion?			☐ Yes	☑ No
b.	. На	s good rapport been es	stablished with leaders within the com	nmunity?		✓ Yes	□No
C.	Do	people believe the Dep	partment represents their best interes	sts?		✓ Yes	□No
d.	Do	es the Department hav	e the reputation of impartially enforci	ng laws?		✓ Yes	□No
e.	Do	people in the commun	ity feel the Department is doing a goo	od job?		✓ Yes	□No
f.	Но	w does the reputation o	of the Department compare with othe	r agencies in the area? In	is not known how the p	public feels	about
	int	eracting with SCC on 9	911 calls versus the Sacramento Sher	riff's office or local police	departments.		
2. TI	HE O	FFICER AND PUBLIC	CONTACTS	EVALUATED No	ACTION REQUIRED	CORRECTED)
а.	Wh	at procedures have be	en established to handle positive and	d/or negative comments by	y pleased/displeased m	otorists? So	CC deploys
	two	o uniformed officers for	the purpose of Freeway Service Patr	ol inspections. They issue	citations only incidental	ly to their p	orimary duties.
(1) W	hat is the ratio of comp	liments to complaints? Zero citizen	complaints related to field	d enforcement.		
	(2)	Does it appear officers	s are making successful public conta	cts?		✓ Yes	□No
	(3)	Is recognition given to	the complimented officers?			✓ Yes	□No
		(a) How? When app	plicable by CHP 100 form comment	or CHP 2 as appropriate			
	(4)	Has an effort been ma	ade to determine why some officers a	are more successful at pos	sitive public contacts?	☐ Yes	✓ No
	(5)	Are officers with patte	rns of complaints provided with corre	ective training and direction	n?	✓ Yes	□No
b.	Bas	sed on information from	the public appearing at the Area offi	ice to clear citations, what	is the general opinion o	of Area offic	ers?
	Wh	nen SCC clears citation	s it is usually from citations issued b	y surrounding field office	es. This would reflect of	n those of	fices and not
	SC	C.					
	(1)	What is the opinion of	the public appearing at court regard	ing Area officers? Due to	the low number of citat	ion activity	relative to
)_		adjacent field comma	ands, it is not possible to query the co	ourts regarding the opinion	ns people receiving cita	tions from	SCC officers.

AREA MANAGEMENT EVALUATION **PUBLIC REACTION**

(2) \//hat if	any, other methods are utilized to determine public	aninian of Aran officers?	Nama				
(2) Wilat, II	any, other methods are utilized to determine public	opinion of Area officers?	None,				
3. NEWS MEDIA		EVALUATED YES	ACTION REQUIRED NO	CORRECTED			
a. Have guideli	nes been established to foster harmonious relations	with the new media?		✓ Yes	□No		
(1) Does the	e media treat the Department favorably?			✓ Yes	□No		
(2) Are med	(2) Are media representatives satisfied with their relationship with the Department?						
(a) Has	good rapport been established between Area person	onnel and the media?		✓ Yes	□No		
(3) Have pe	rsonnel emphasized the Strategic Plan goals when	possible and applicable?	•	✓ Yes	□No		
b. Have proced	lures been established for the routine dissemination	of accident/incident infor	mation?	✓ Yes	□No		
(1) Is "Code	20" or a similar device used for more spectacular i	ncidents?		✓ Yes	□No		
(a) Hov	v are other kinds of news information disseminated	to the media? SCC depl	oys a full time Media In	formation	Officer		
(MIO).	The MIO works directly with radio and TV station	s to disseminate news an	d information to the me	dia.			
c. Are there spe	ecially prepared and coordinated programs to handle	e specific traffic problems	s?	✓ Yes	□No		
(1) Are mult	i-lingual programs emphasized?			✓ Yes	□No		
(2) Are publ	ic affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No		
(3) Is there	adequate media involvement at local Area events?			✓ Yes	□No		
d. How are rele	ases produced by headquarters distributed? Via the	ne MIO to the news medi	ia.				
(1) Is there t	follow-up to ensure releases are received in a timely	manner, and meet the r	needs of the media?	✓ Yes	□No		
(2) Who is re	esponsible to monitor the media for items concerning	g the Department? MIC)				
(a) Are	significant items sent to headquarters?			✓ Yes	□No		
(3) Are harm	nonious relations established and maintained with th	ne media by the PAO?		✓ Yes	□No		
(4) Are strat	egic goals emphasized at PAO/TMC activities?			✓ Yes	□No		
4. SCHOOLS		EVALUATED NO	ACTION REQUIRED NO	CORRECTED			
a. Has the comi	mander identified problems that should be resolved	100 mm (100 mm)	1.70.000	☐ Yes	□No		
(1) Who sup	ervises the program?			☐ Yes	☐ No		
(2) Is prepla	nning evident in the school program?			☐ Yes	□No		
(3) Is the pro	ogram designed and directed toward the solution of	specific problems2		Yes	□ No		
(4) Are activ	ities discussed and planned with school administrat	ors?		☐ Yes	□No		
(5) Has the p	program been approved by the commander?			☐ Yes	□No		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

-						
	(6)	Does the program follow departmental priorities?			☐ Yes	□No
	(7)	Are all grade levels included?			☐ Yes	□No
	(8)	How is the success of the program measured?	_			
	(9)	Is it successful?		_	☐Yes	□No
	(10	Are activities coordinated in conjunction with Division recr	uitment efforts?		☐ Yes	□No
5.	PUBL	CORRECTED)			
a.	На	s the commander identified problems that should be resolved	d through the Public Affair	s Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate grou	ps within the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			√ Yes	□ No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where	appropriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situ	uations which may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public a	affairs matters?		✓ Yes	□No
	(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?				✓ Yes	□No
	(3) Does the PAO review the Strategic Plan quarterly?				✓ Yes	□No
	(4)	What action does the commander initiate when the goals o	f the Strategic Plan are no	ot adequately addressed	1 ?	
	(5)	Is the PAO addressing issues assigned to him/her in a time	ely manner?		✓ Yes	□No
C.	ls th	ne commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council,	etc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking engagemen	ts, or are these delegated	to subordinates? The	majority of	f public
		affairs engagements are handled by the adjacent field office	ce commanders. The SCO	C commander does atten	d meetings	involving
		the 911 system.				
		(a) If experience is lacking, is the commander doing anyth	ing to correct this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?			☐ Yes	✓ No
		(a) Do they make public appearances?			☐Yes	☑ No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approataken towards them?	ch the public affairs progr	am has	✓ Yes	□No
)		(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **PUBLIC REACTION**

IP 453H (Rev. 5-06) OPI 009

d.	d. Are all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1) Are employees given appropriate recognition for their involvement in community activities where the image of the Department?	hich enhance ☑ Yes	□No
	(2) Are employees aware of the Department's Mentor Program as described in Management Me 05-013, California Highway Patrol Youth Mentor Program?	emorandum ☑ Yes	□No

c453h506.pdf

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Page	1	of	3
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Command: Rancho Cordova	Division: Valley	Chapter: 8 Public Reaction
Inspected by: Off. Tammy DuTemple, #16353		Date: 08/10/2009

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

No.				
TYPE OF INSPECTION ☐ Division Level ☐ Command Level		Total hours expende inspection:	d on the	Corrective Action Plan Included
☐ Executive Office Level	LCVCI	8		Attachments Included
Follow-up Required:	Forwa	rd to: Valley Division		
Yes x ∑ x No	Due D	Pate: 10/17/09		
Chapter Inspection:				
Increator's Comments Desc	المسالة	anavetive Desetion	**************************************	Retrict Contact Contents (V 1988)
Inspector's Comments Rega				has been positive. Benche
Since becoming an area in January 2009, the response from the public has been positive. Rancho Cordova area will begin to strengthen ties with the schools and throughout the community by attending community events and providing traffic safety presentations.				
Command Suggestions for S	tatewi	de Improvement:		
Inspector's Findings:				
The area will staff a service desk in El Dorado Hills in El Dorado County two hours a week, to assist the public by signing off traffic citations and answering law enforcement questions. This will help the relationship between CHP and the community of El Dorado Hills. The area will continue to build a strong rapport with the news media to get information out in a timely manner.				

All of our area's programs are newly implemented. Great emphasis has been taken to introduce the Rancho Cordova Area to the community we serve. Area works with many home owners groups, Community Service Districts and allied agencies. Regular meetings are held with the local Board of Supervisors and the El Dorado Hills Chamber of Commerce.

Commander's Response: x☐ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Chool safety is my priority. Meetings have been completed with school superintendents and principles address safety concerns and measures to correct problems.

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 2 of 3

Command:	Division:	Chapter:
Rancho Cordova	Valley	8
		Public Reaction
Inspected by:		Date:
Off. Tammy DuTen	nple, #16353	08/10/2009

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

COMMAND INSPECTION PROGRAMEXCEPTIONS DOCUMENT

Page 3 of 3

Command: Rancho Cordova	Division: Valley	Chapter: 8
		Public Reaction
Inspected by: Off. Tammy DuTemple, #16353		Date: 08/10/2009

	Survey Survey of the Congress of the State of the Congress of
Required Action	
Corrective Action Plan/Timeline	

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Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE
the reviewer.		100
(See HPM 9.1, Chapter 8 for appeal procedures.)		(0/2Ce/0)
	INSPECTOR'S SIGNATURE	DATE /
	Fu To	10/26/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE
employee	12 mg	10/210/09
☐ Concur ☐ Do not concur	At	, 100/01

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Rancho Cordova (260)	Valley	
EVALUATED BY		DATE
Officer Tammy DuTemp	ole, #16353	08/05/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired

					
TYPE OF EVALUATION ☐ Formal Evaluation ☑ Infor	rmal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED Yes No	☐ Correction Report	COMMANDER'S REVIEW	-	DATE	109
1. COMMUNITY OPINION	*	EVALUATED	ACTION REQUIRED	CORRECTED)
a. How does the community as	a whole feel about the Department	? Since becoming an are	a in January 2009, the r	esponse fro	om the
public has been overwhelmi	ingly positive.				
(1) Do all sectors of the cor	mmunity have the same opinion?			☐Yes	□No
b. Has good rapport been esta	blished with leaders within the comn	nunity?		✓ Yes	□No
c. Do people believe the Depar	tment represents their best interests	5?		✓ Yes	□No
d. Does the Department have t	he reputation of impartially enforcing	g laws?		✓ Yes	□No
e. Do people in the community	feel the Department is doing a good	l job?		☐Yes	□No
f. How does the reputation of t	he Department compare with other a	agencies in the area? In	t is believed the reputati	on is cons	istent
with other agencies if not be	etter.				
2. THE OFFICER AND PUBLIC C	ONTACTS	EVALUATED X	ACTION REQUIRED	CORRECTED)
a. What procedures have been	established to handle positive and/o	or negative comments by	pleased/displeased mo	torists? T	he area has
had three citizen's complaints	s for the first two quarters of 2009. P	ositive comments are doc	cumented on 100 forms.		
(1) What is the ratio of complim	ents to complaints? Approximate	ly four compliments to o	ne complaint.		
(2) Does it appear officers a	are making successful public contact	s?		✓ Yes	□No
(3) Is recognition given to th	ne complimented officers?			✓ Yes	□No
(a) How? Through ve	rbal comments, 100 form comments	s, CHP 2			
(4) Has an effort been made	e to determine why some officers are	e more successful at pos	itive public contacts?	✓ Yes	□No
(5) Are officers with patterns	s of complaints provided with correct	tive training and direction	?	✓ Yes	□No
b. Based on information from th	ne public appearing at the Area office	e to clear citations, what	is the general opinion o	f Area offic	ers? The
general opinion of the public	is that the Area's officers do their j	ob in a very professiona	l manner.		
(1) What is the opinion of the	e public appearing at court regarding	g Area officers? Unknov	vn		
\					
)					

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		(2)	What, if any, other methods are utilized to determine public	opinion of Are	a officers?	Comments from the p	ublic by pho	one, through
		let	ters, and in person at the office or at public events.					
3.	NE	:WS	S MEDIA	EVALUATED		ACTION REQUIRED	CORRECTED	
	a.	Ha	ve guidelines been established to foster harmonious relations	with the new	media?		✓ Yes	□No
		(1)	Does the media treat the Department favorably?				✓ Yes	□No
		(2)	Are media representatives satisfied with their relationship w	ith the Departn	nent?		✓ Yes	□No
			(a) Has good rapport been established between Area pers	onnel and the	media?		✓ Yes	□No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and a	applicable'	?	✓ Yes	□No
	b.	Hav	ve procedures been established for the routine dissemination	of accident/ind	cident info	rmation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular i	ncidents?			✓ Yes	□No
			(a) How are other kinds of news information disseminated	to the media?	News infe	ormation is disseminate	ed to the me	dia by press
			releases or direct interview. Press releases are completed in	a timely man	ner.			
,	С	Are	there specially prepared and coordinated programs to handle	e specific traffi	c problem	s?	✓ Yes	□No
	((1)	Are multi-lingual programs emphasized?				☐ Yes	☑ No
	((2)	(2) Are public affairs press releases distributed to the public in a timely manner?					□No
	((3) Is there adequate media involvement at local Area events?					✓ Yes	□No
(d.	How are releases produced by headquarters distributed? The press releases are distributed by fax or email.						
								-
	((1)	Is there follow-up to ensure releases are received in a timely	manner, and	meet the r	needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items concerning	g the Departm	ent? The	area Public Informatio	n Officer is	responsible
			for monitoring the media for items concerning the Departm	ient.				
			(a) Are significant items sent to headquarters?				✓ Yes	□No
	(3)	Are harmonious relations established and maintained with the	ne media by the	e PAO?		✓ Yes	□No
	(-	4)	Are strategic goals emphasized at PAO/TMC activities?				✓ Yes	□No
4.	sci	НО	DLS	EVALUATED X		ACTION REQUIRED X	CORRECTED	
а	a. H	las	the commander identified problems that should be resolved	through the pu	blic affairs	s program?	✓ Yes	□No
	(1)	Who supervises the program?				Yes	□No
	(2	2)	Is preplanning evident in the school program?				✓ Yes	□No
	(;	3)	Is the program designed and directed toward the solution of	specific proble	ms?		✓ Yes	□No
	(4	4)	Are activities discussed and planned with school administrat	ors?			✓ Yes	□No
j	(5)	Has the program been approved by the commander?				✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? The program	is extremely new, with	the PIO only starting h	is position	on July 1,
		2009. The PIO will work closely with schools at the start o	f the 2009-2010 school 3	ear.		
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recrui	tment efforts?		✓ Yes	□No
5. P	UBI	LIC AFFAIRS PROGRAM	EVALUATED X	ACTION REQUIRED	CORRECTED	
a.	На	s the commander identified problems that should be resolved	through the Public Affairs	Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups	within the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where ap	propriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situat	tions which may be news	worthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public aff	airs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward stra	itegic goals other departi	mental concerns?	✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
ı	(4)	What action does the commander initiate when the goals of t	he Strategic Plan are no	adequately addressed	? The con	nmander (or
		his designee) emphasizes the the importance of attaining the	goals of Strategic Plan	during training days, at	briefings,	and in other
		formal or informal settings.				
((5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No
c. I	ls th	ne commander involved in public contacts?			✓ Yes	□No
((1)	Is membership maintained in a service club, safety council, e	tc.?		√ Yes	□No
((2)	Does the commander accept regular speaking engagements,	or are these delegated	to subordinates? Since	the Area i	s so new to
		the Division, the Commander has made regular speaking eng	gagements to introduce h	imself to the communit	ty and to fa	amiliarize
		himself with any traffic problems or concerns.				
		(a) If experience is lacking, is the commander doing anything	g to correct this?		✓ Yes	□No
((3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			✓ Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
(-		Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progra		✓ Yes	□No
)		(a) Are action steps being addressed in a timely manner?			✓ Yes	□ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No
Γhe R	lancl	ho Cordova Area became an area office on January 30, 2009. Since becoming an area office, the Command	ler has mad	e it a priority

The Rancho Cordova Area became an area office on January 30, 2009. Since becoming an area office, the Commander has made it a priority to attend community meetings and to address general community traffic safety concerns to better serve the residents of both Sacramento and El Dorado Counties. Presentations to both Sacramento and El Dorado County Board of Supervisors have been made.

The Rancho Cordova Area's public affairs program is being implemented at this time with the Public Information Officer assuming his position on July 1, 2009. The Area's PIO, is planning on giving traffic safety presentations to members of the military, civic organizations, schools, public agencies, and private companies. The Area's PIO will work closely with the Division PIO when needed to help build strong a strong relationship with the community. One priority of the the Commander is to establish the PIO as the primary contact to schools in both counties. Safety measures in school zones are practiced by beat officers.

The Rancho Cordova Area is in the process of staffing a service desk at the El Dorado Hills Fire Department two hours a week. During these times, an officer will be available to sign off tickets, process collision reports and answer any law enforcement questions the public may have. This will allow the CHP to provide services to the residents of El Dorado Hills so they do not have to travel to Rancho Cordova.

Meetings with school superintendents have been made to address traffic and safety issues around local schools.

COMMAND INSPECTION PROGRAMF*CEPTIONS DOCUMENT

Command:	Division:	Chapter
Oroville	Valley	8
Inspected by:		Date:
A. Sanders #12439		08-24-09

Fage 1 of 3

	Inspection docume	on number. Under "Forwent shall be utilized to doc	ard to:" enter the nex ument innovative pra		
TYPE OF INSPECTION ☐ Division Level ☐ Command Level ☐ Executive Office Level		Total hours expended on the inspection: 6 hours		☐ Corrective Action Plan Included ☐ Attachments Included	
Follow-up Required: ☐ Yes ⊠ No	Forwa				
Chapter Inspection:					
Inspector's Comments Regarding Innovative Practices: Command Suggestions for Statewide Improvement:					
Inspector's Findings:					

Overall, the Oroville Area has a very favorable impression with the populous of the Butte County/Oroville area. Civic leaders including judges and county supervisors view the CHP as an asset to the area. As with all populations, there will always be a small element that is not content with any type of law enforcement presence. With this in mind, there is a minute sector of the community consisting of individuals that are not content with the CHP within the Butte County/Oroville area.

The Oroville Area has a pro-active Public Information Officer (PIO) who actively involves himself in public forums whenever possible.

The PIO also encourages Area personnel to participate in many local PIO functions.

Area personnel are aware of the Strategic Plan and support it fully.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
COMMAND INSPECTION PROGRAM

COMMAND IN	ISPECTION	PROGRAM
EYCEPTIONS	DOCUMEN	I T

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H	age	2	O†	3	

Command:	Division:	Chapter:
Oroville	Valley	8
Inspected by:		Date:
A. Sanders #	12439	08-24-09

Commander's Respons	e: 🗹 Concur or 🗌 Do Not Concur (Do Not Concur shall document basis for response)
Inanastar'a Cammanta	
etc.)	Shall address non concurrence by commander (e.g., findings revised, findings unchanged,

COMMAND INSPECTION PROGRAM

FYCEPTIONS DOCUMENT

Hage 3 of 3

Command:	Division:	Chapter:
Oroville	Valley	8
Inspected by:		Date:
A. Sanders #	# 12439	08-24-09

Required Action		
Corrective Action Plan/Timeline		

Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE
the reviewer.	lets to 15	40 - 10
(See HPM 9.1, Chapter 8 for appeal procedures.)		492147
	INSPECTOR'S SIGNATURE	DATE
	elle la	9-21-09
Reviewer discussed this report with	REVIEWER SIGNATURE	DATE
// employee	/ Kh Who //	1/2
☐ Do not concur	" / / / / / / / / / / / / / / / / / / /	10/1/09
	11/11/11	, , ,

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

^D 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Oroville	Valley	240
EVALUATED BY		DATE
A. Sanders #124	139	08/24/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE 09/30/2009			
FOLLOW-UP REQUIRED ☐ Correction Report ☐ Yes	COMMANDER'S REVIEW	2	L9	2169
1. COMMUNITY OPINION	EVALUATED	ACTION REQUIRED	CORRECTED	
a. How does the community as a whole feel about the Department	? The CHP Oroville Area	is a positive catalyst wi	th regards	to
community relations and sentiment.				
(1) Do all sectors of the community have the same opinion?			☐ Yes	☑ No
b. Has good rapport been established with leaders within the comm	nunity?		✓ Yes	□No
c. Do people believe the Department represents their best interest	s?		✓ Yes	□No
d. Does the Department have the reputation of impartially enforcing	g laws?		✓ Yes	□No
e. Do people in the community feel the Department is doing a good	i job?		✓ Yes	□No
f. How does the reputation of the Department compare with other	agencies in the area? T	ne Department is regarde	ed as frien	dly and
approachable, whereas other agencies are not regarded in the sa	me preferential light.			
2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED	
a. What procedures have been established to handle positive and/	or negative comments by	pleased/displeased mot	orists? A	rea
supervisors are actively involved in the processes of either recog	nizing or counseling offic	er(s) for public responses	s to their a	ctions.
(1) What is the ratio of compliments to complaints? There are mo	re favorable documented	comments made than co	omplaints	
(2) Does it appear officers are making successful public contact	ts?		✓ Yes	□No
(3) Is recognition given to the complimented officers?			✓ Yes	□No
(a) How? Positive 100 form comments and Form 2's, alo	ng with open recognition	during training days and	d briefings	5.
(4) Has an effort been made to determine why some officers ar	e more successful at pos	itive public contacts?	✓ Yes	□No
(5) Are officers with patterns of complaints provided with correct	tive training and direction	?	✓ Yes	□No
b. Based on information from the public appearing at the Area offic	e to clear citations, what	s the general opinion of	Area offic	ers? The
general opinion is that the Area officers are aggressive in their	enforcement, yet respecti	ve and fair during the co	ontacts.	
(1) What is the opinion of the public appearing at court regarding	g Area officers? The gen	eral perception of the pu	ıblic who	elect to take
their matter to court, is that the officers were polite and fair	during the contact. Cou	rtroom sentiment of the	violators	is that the
officers are honest in their testimony.				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **PUBLIC REACTION**

	_						
		(2)	What, if any, other methods are utilized to determine public	opinion of Area officers?	The Oroville Area has a	a well conr	nected and
		civ	rically active PAO who is sensitive to public opinion of the C	HP and relays the inforn	nation to the command.		
3.	N	EWS	S MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED	
	a.	Ha	ve guidelines been established to foster harmonious relations	with the new media?		✓ Yes	□No
		(1)	Does the media treat the Department favorably?			√ Yes	□No
		(2)	Are media representatives satisfied with their relationship wi	Yes	□No		
			(a) Has good rapport been established between Area person	✓ Yes	□No		
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable?		✓ Yes	□ No
	b.	Ha	ve procedures been established for the routine dissemination	of accident/incident infor	mation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated	to the media? The Area	uses the CHP288's for c	ollisions o	f public
			interest. Additionally, the PAO is utilized frequently to add	dress incidents or activiti	es of interest to the med	ia.	
	C.	Are	there specially prepared and coordinated programs to handle	e specific traffic problems	?	✓ Yes	□No
		(1)	Are multi-lingual programs emphasized?			☐ Yes	☑ No
		(2)	Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No
		(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d.	Hov	ow are releases produced by headquarters distributed? The HQ releases are faxed to all local media stations. Additionally, follow-				lly, follow-
		up	telephone calls are made by the PAO to answer any question	s they may have.			
		(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the r	needs of the media?	✓ Yes	□No
		(2)	Who is responsible to monitor the media for items concerning	g the Department? The	Oroville Area PAO.		
			(a) Are significant items sent to headquarters?			✓ Yes	□No
		(3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
		(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	sc	СНО	OLS	EVALUATED	ACTION REQUIRED	CORRECTED	
	a.	Has	s the commander identified problems that should be resolved	through the public affairs	program?	✓ Yes	□No
		(1)	Who supervises the program? AREA COMMAN	DER		☐Yes	□No
		(2)	Is preplanning evident in the school program?			✓ Yes	□No
		(3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
1		(4)	Are activities discussed and planned with school administrat	ors?		✓ Yes	□No
		(5)	Has the program been approved by the commander?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION
P 453H (Rev. 5-06) OPI 009

	(6)	Do	Does the program follow departmental priorities?				□ No
	(7)	Are	Are all grade levels included?			✓ Yes	□No
	(8)	Hov	w is the success of the program measured? Success is m	neasured by the amount	of compliance received	by the type	of proble
		ado	dressed.				
	(9)	Is it	t successful?			✓ Yes	□No
	(10))) Ar	re activities coordinated in conjunction with Division recrui	itment efforts?		✓ Yes	□No
F	PUBL	LIC A	AFFAIRS PROGRAM	EVALUATED	ACTION REQUIRED	CORRECTED	
a.	Has	s the	e commander identified problems that should be resolved	through the Public Affair	s Program?	✓ Yes	□No
	(1)	Doe	es the Public Affairs Program reach all appropriate groups	s within the community?		✓ Yes	☐ No
	(2)	Are	e ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are	e bilingual officers utilized?	*		✓ Yes	□No
	(4)	ls t	the current Strategic Plan emphasized when and where ap	ppropriate?		✓ Yes	□No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?			✓ Yes	□No			
	(1)	Doe	es the PAO report directly to the commander on public aff	fairs matters?		✓ Yes	□No
	(2)	Doe	es the PAO concentrate most of his/her efforts toward stra	ategic goals other depart	mental concerns?	✓ Yes	□No
	(3)	Doe	es the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	Wh	nat action does the commander initiate when the goals of t	the Strategic Plan are no	t adequately addressed	? Review	of the
		Str	rategic Plan by all Area personnel combined with reinforc	cement and support from	supervisors.		
	(5)	Is t	the PAO addressing issues assigned to him/her in a timely	y manner?		✓ Yes	□No
	Is th	he co					
Э.			ommander involved in public contacts?			✓ Yes	□No
Э.	(1)		ommander involved in public contacts? membership maintained in a service club, safety council, e	etc.?		✓ Yes✓ Yes	□ No
C.		ls n			to subordinates? Yes.	✓ Yes	□No
C.		Is n	membership maintained in a service club, safety council, e		to subordinates? Yes.	✓ Yes	□No
C.		Is n	membership maintained in a service club, safety council, e		to subordinates? Yes.	✓ Yes	□No
C.		Is n	membership maintained in a service club, safety council, e	s, or are these delegated	to subordinates? Yes.	✓ Yes	□No
2.	(2)	Is no Doe are	membership maintained in a service club, safety council, e es the commander accept regular speaking engagements e utilized on an as needed basis to fill in when needed.	s, or are these delegated	to subordinates? Yes.	✓ Yes However,	□ No supervis
C.	(2)	Is no Doe are	membership maintained in a service club, safety council, e es the commander accept regular speaking engagements e utilized on an as needed basis to fill in when needed. If experience is lacking, is the commander doing anything supervisors involved in the community?	s, or are these delegated	to subordinates? Yes.	✓ Yes However,	☐ No supervis
C.	(2)	Is n Doe are (a) Are (a)	membership maintained in a service club, safety council, es the commander accept regular speaking engagements e utilized on an as needed basis to fill in when needed. If experience is lacking, is the commander doing anything supervisors involved in the community?	s, or are these delegated	to subordinates? Yes.	✓ Yes However, ✓ Yes ✓ Yes	□ No supervis □ No □ No
C.	(3)	Is no Doe are (a) Are (b) Are	membership maintained in a service club, safety council, es the commander accept regular speaking engagements utilized on an as needed basis to fill in when needed. If experience is lacking, is the commander doing anything supervisors involved in the community? Do they make public appearances?	s, or are these delegated		✓ Yes However, ✓ Yes ✓ Yes ✓ Yes	□ No supervis

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

CEPTIONS DOCUMENT

Command:	Division:	Chapter:
North Sacramento	Valley	8
Inspected by:		Date:
Lt. D. A. Pierce, #	10/9/2009	

Page 1 of 2

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, con	Inspection docume	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the ne: cument innovative pr	ill in the blanks as indicated. Enter the chapter xt level of command where the document actices, suggestions for statewide e used if additional space is required.			
TYPE OF INSPECTION ☐ Division Level ☐ Command Level ☐ Executive Office Level		Total hours expended on the inspection:		☐ Corrective Action Plan Included ☐ Attachments Included			
Follow-up Required: ☐ Yes ☑ No	,	rd to: Division ate: 10/15/2009	Division				
Chapter Inspection: HPG 22. Inspector's Comments Regar	di Faire	"则用的货币"					
ommand Suggestions for Statewide Improvement:							
Inspector's Findings:							
Area's Public Information Offic	er (Pl0 tain reg	D), Ofcr. Lizz Dutto gular interaction an	n, and Problem d involvement	public awareness program. The oriented Policing (POP) Team, with the communities within the the Area's program.			
Commander's Response: 🖂	Concu	ır or 🗌 Do Not Cor	cur (Do Not Cond	cur shall document basis for response)			
Inspector's Comments: Shall etc.)	address	non concurrence by c	ommander (e.g., f	indings revised, findings unchanged,			

COMMAND INSPECTION PROGRAM CEPTIONS DOCUMENT

Division: Valley

Chapter: 8

Date:

10/9/2009

Page 2 of 2

Required Action: None		
Corrective Action Plan/Timeline: None		
	- A L A	
Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	loli r log
, sample of the appear procedures.	INSPECTOR'S SIGNATURE	DATE
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE
employee ☑ Concur ☐ Do not concur	100	19/24/07

Command:

Inspected by:

North Sacramento

Lt. D. A. Pierce, #13333

AREA MANAGEMENT EVALUATION PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
North Sacramento	Valley	250
EVALUATED BY		DATE
Lt. Deborah Pierce		10/09/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION ☐ Formal Evaluation ☐ Informal Evaluation	SUSPENSE DATE		
FOLLOW-UP REQUIRED Correction Report Yes No BY	COMMANDER'S RIVIEW	10-15	• 09
1. COMMUNITY OPINION	October 8, 2009 No	CORRECTED	
a. How does the community as a whole feel about the Department	? The community in our Area is very positive ab	out the CHP,	due
in part to our proactive Problem Oriented Policing (POP) progr	am. Please see Continuation Sheet.		
(1) Do all sectors of the community have the same opinion?		✓ Yes] No
b. Has good rapport been established with leaders within the comm	nunity?	✓ Yes] No
c. Do people believe the Department represents their best interests	5?	✓ Yes] No
d. Does the Department have the reputation of impartially enforcing	g laws?	✓ Yes] No
e. Do people in the community feel the Department is doing a good	l job?	✓ Yes] No
f. How does the reputation of the Department compare with other	agencies in the area? Very favorably as indicate	ed by commer	nts
from the public at community meetings about the CHP as well a		S.	
2. THE OFFICER AND PUBLIC CONTACTS	October 9, 2009 No	CORRECTED	
a. What procedures have been established to handle positive and/	or negative comments by pleased/displeased mo	torists? Pleas	e see
Continuation Sheet.			
(1) What is the ratio of compliments to complaints? Approximate	ly 6.5 to 1.		
(2) Does it appear officers are making successful public contact	is?	✓ Yes] No
(3) Is recognition given to the complimented officers?		✓ Yes] No
(a) How? Please see Continuation Sheet.	9		
(4) Has an effort been made to determine why some officers are	e more successful at positive public contacts?	✓ Yes] No
(5) Are officers with patterns of complaints provided with correc	tive training and direction?	✓ Yes] No
b. Based on information from the public appearing at the Area office	e to clear citations, what is the general opinion of	Area officers	? Please
see Continuation Sheet.			
(1) What is the opinion of the public appearing at court regarding	g Area officers? Please see Continuation Sheet.		
1			

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

E		(2)	What, if any, other methods are utilized to determine public	opinion of Area officers	? Please see Continuation	on Sheet.	
_	19830	-14/	O MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED	
3.	N	EVV	SMEDIA	October 9, 2009	No		
_	a.	На	ve guidelines been established to foster harmonious relations	with the new media?		✓ Yes	□No
		(1)	Does the media treat the Department favorably?			✓ Yes	□No
		(2)	Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	☐ No
			(a) Has good rapport been established between Area person	onnel and the media?		✓ Yes	□No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	∍?	✓ Yes	□No
	b.	На	ve procedures been established for the routine dissemination	of accident/incident inf	ormation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated to	to the media? Through	n press releases, appearar	nces at comi	munity
			meetings such as Chamber of Commerce and neighborhood	d groups, etc. Please se	ee Continuation Sheet for	further det	ails.
	c.	Are	there specially prepared and coordinated programs to handle	e specific traffic probler	ms?	✓ Yes	□No
		(1)	Are multi-lingual programs emphasized?			✓ Yes	☐ No
		(2)	Are public affairs press releases distributed to the public in a	timely manner?		✓ Yes	□No
		(3)	Is there adequate media involvement at local Area events?			✓ Yes	☐ No
	d.	Ηον	w are releases produced by headquarters distributed? $_{ m Once}$	received from Valley I	Division, the Area PIO re	formats int	o an Area
		pre	press release so that she may be contacted with any questions.				
		(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	✓Yes	□No
		(2)	Who is responsible to monitor the media for items concerning	g the Department? Al	l managers generally and	the Area P	IO
			specifically.				
			(a) Are significant items sent to headquarters?			✓ Yes	□No
		(3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
	ı	(4)	Are strategic goals emphasized at PAO/TMC activities?			Yes	□No
4.	sc	но	OLS	October 12, 2009	ACTION REQUIRED No	CORRECTED	
	a.	Has	the commander identified problems that should be resolved	through the public affa	irs program?	✓ Yes	□No
	((1)	Who supervises the program?			☐Yes	□No
	((2)	Is preplanning evident in the school program?			✓ Yes	□No
	((3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
Y.	((4)	Are activities discussed and planned with school administrat	ors?		✓ Yes	□No
	((5)	Has the program been approved by the commander?			✓ Yes	□No
	_						

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

0111	10011	(1.61. 6 66) 61.1666				
	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? Through fee	edback from the parents	and the participants.		
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recru	itment efforts?		✓ Yes	□No
5.	PUBI	IC AFFAIRS PROGRAM	October 9, 2009	ACTION REQUIRED No	CORRECTED	
а	. На	s the commander identified problems that should be resolved	through the Public Affai	rs Program?	Yes	✓ No
	(1)	Does the Public Affairs Program reach all appropriate group	s within the community?	,	✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			√ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where a	ppropriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situa	itions which may be nev	vsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public af	fairs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward str	ategic goals other depa	rtmental concerns?	✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	What action does the commander initiate when the goals of	the Strategic Plan are n	ot adequately addressed	d? He worl	cs with the
		PIO to ensure inclusion of the Strategic Plan goals in her pr	ograms.			
	(5)	Is the PAO addressing issues assigned to him/her in a timely	y manner?		✓ Yes	□No
C.	ls th	ne commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, e	etc.?		☐Yes	✓ No
	(2)	Does the commander accept regular speaking engagements	s, or are these delegated	d to subordinates? Sinc	e arriving a	t Area in
		July, he has spoken at 5 public events and has met with Sac	ramento County Superv	visor Peters.		
		(a) If experience is lacking, is the commander doing anythin	ng to correct this?		Yes	□No
	(3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			✓ Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□Nø
	(4)	Are all supervisors aware of strategic goals and the approactaken towards them?	h the public affairs prog	ram has	✓ Yes	□No
)		(a) Are action steps being addressed in a timely manner?			√ Yes	□No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

Section 1

- 1.a. The community is very positive toward the Department. Area personnel regularly attend various community meetings and interact with the public. Thanks are often expressed regarding the Area's swift response to traffic issues brought forth.
- 1.b. Most of the local community leaders know our Problem Oriented Policing (POP) Sergeant and many of our POP officers on a first-name basis. Relationships have been developed between the Area and the various communities we serve.
- 1.f. The Department fares better than most agencies in our metro area; recently, the Sacramento Police Department and the Sacramento Sheriff's Department have been targets of enhanced media scrutiny.

Section 2

- 2.a. When a positive comment is received, the employee's immediate supervisor puts a favorable comment on his or her 100 Form. If a negative comment is received, the contact is logged onto an Excel spreadsheet. The supervisor makes initial contact with the reporting party. If a traffic complaint is the issue, officers are sent to the affected area to make direct contact with the party and take action regarding the issue. If a personnel complaint, the complaint is logged and handled as any citizen's complaint would be. Regardless of the type of complaint, the supervisor also makes closing contact with the party to ensure resolution.
- 2.a.(1) The overwhelming majority of verbal complaints involve traffic issues; the ratio for these is approximately 1:1. For personnel issues, the ratio is approximately 6.5 positive to 1 negative.
- 2.a.(3)(a) In addition to the 100 form comments mentioned above, any written compliments are placed directly into the officer's file. Also, officers who excel are nominated for MADD, Rotary, Elks, etc. Officer of the Year awards.
- 2.a.(4) The employees at North Sacramento Area understand how important it is to maintain good relations with the public. This message is reinforced at training days and by example from management and supervisors.
- 2.b. Most of the public is complimentary and supportive of Area officers.
- 2.b.(1) While the public is not always in favor of their court outcome, they don't seem to have complaints about the officers themselves.

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

2.b.(2) The Area Commander and POP personnel seek out the public at community meetings and speak with them regarding their interactions and experiences with CHP personnel.

Section 3

- 3.a.(1) In most instances, yes.
- 3.a.(2)(a) Media representatives from all local television stations, many local radio stations, and the principal print media are on a first-name basis with several Area personnel and have the personal cell phone number for the Area PIO, Ofcr. Lizz Dutton.
- 3.b.(1) While "Code 20" is not specifically used, the Area PIO promptly distributes press releases and responds to large incidents. As previously mentioned, all major media outlets have access to her personal cell phone number for 24/7 contact.
- 3.b.(1)(a) Press releases, public safety booths, announcements concerning upcoming events such as Start Smart and Right Turn programs, and interviews with the Area PIO when requested are all ways in which news is disseminated.
- 3.c. Locally-targeted task forces traffic enforcement task forces and focused POP program attention are used to address specific traffic problems.
- 3.c.(1) The Area's alternate PIO, Ofcr. Todd Van Lindt, and Ofcr. Harold Garcia are bilingual Spanish speakers; they do interviews and ridealongs with Spanish-language media outlets such as Univision. Additionally, Ofcr. Dutton provides media information to Afisha, a local Russian-language newspaper; the information is translated into Russian and published.
- 3.d. Headquarters forwards the releases to Valley Division, who then forwards them to Ofcr. Dutton. When she receives them, she reformats the information into an Area press release so that if there are any questions about the information, the media may contact Ofcr. Dutton.
- 3.d.(2) All managers routinely monitor the local media, but Ofcr. Dutton has the responsibility to scutinize it. She has also set up her computer for "Google Alerts" when an item involving the Department hits the Internet.
- 3.d.(2)(a) As the Area is in close proximity to Headquarters (Sacramento), they have the same media information; forwarding local items is unnecessary. If something of consequence appears on the Internet through another media source, it is forwarded to Division and Headquarters.

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

Section 4

- 4.a. The Area has a very active schools program, including regular "Every 15 Minutes," "Right Turn," and "Start Smart" presentations. Additionally, the rollover simulator is often deployed at student functions along with safety awareness booths. Also, the Area PIO makes safety presentations at driver's education classes.
- 4.a.(1) The Area PIO supervises the program with oversight from the Area Commander.
- 4.a.(3) Specific problems targeted by the Area's programs include teen driving under the influence, peer pressure leading to unsafe driving, and seat belt usage among teenage drivers.
- 4.a.(7) Children in grades K-6 receive lessons in bicyclist safety; children in grades 6-8 are participants in Right Turn programs, and students generally between the ages of 15-20 involved in the Every 15 Minutes programs. All levels also receive safety presentations at various school and other public functions.
- 4.a.(8) The programs are very successful as measured by the large number of positive comments from parents and from the students themselves.

Section 5

- 5.a.(1) The Area's public information program reaches all major groups, including the Hispanic and Russian communities.
- 5.a.(3) Whenever they are available.
- 5.b.(4) The goals of the Strategic Plan are nearly always incorporated into PIO information and presentations.
- 5.c.(1) While the Area Commander isn't an actual member of organizations, he does attend their meetings.
- 5.c.(2) The Area Commander, Captain McGagin, has been in command at North Sacramento since July 1, 2009. Since that time, he has spoken at four "National Night Out" meetings as well as several neighborhood community group meetings.
- 5.c.(3) Captain McGagin and POP Supervisor Dimino often attend community events.

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

- 5.d. In addition to the PIO, Area employees regularly participate in the Area's "Every 15 Minutes," "Start Smart," and "Right Turn" programs. They also assist with Valley Division's public safety and information booth at the State Fair as well as at Sacramento Monarchs and Kings professional basketball games.
- 5.d.(1) They receive Commendable Form 2s, positive 100 Form comments, and the verbal support and thanks from the Area Commander. Additionally, employees are nominated for various community awards presented by groups such as MADD and neighborhood associations.

COMMAND INSPECTION PROGRAM

TXCEPTIONS DOCUMENT

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Command:	Division:	
Grass Valley	Valley	Chapter 8
Inspected by:		Date:
Sgt. D. Lavrade	or. #12474	09/23/2009

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	Inspection docume	on number. Under "Forwent shall be utilized to do	ard to:" enter the nex cument innovative pr	
TYPE OF INSPECTION Division Level Command I Executive Office Level	_evel	Total hours expended on the		☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required:	Forwa	rd to: Valley Division		
∵ ' □ Yes ⊠ No	Due D	ate: 10/15/2009		
Chapter Inspection: Inspector's Comments Regard Command Suggestions for S				
Inspector's Findings:			1	
The Area continues to retain a	positi	ve relationship with	the community	<i>/</i> .
Commander's Response:	Concl	ır or 🗌 Do Not Con	icur (Do Not Conc	cur shall document basis for response)
*				

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

COMMAND INSPECTION PROGRAM

"XCEPTIONS DOCUMENT

rage 2 of 2

Command:	Division:	
Grass Valley	Valley	Chapter 8
Inspected by:		Date:
Sgt. D. Lavrador, #12474		09/23/2009

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Required Action						Bres uni
						JH E
Corrective Action Plan/Timeline						

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 9/23/09
	INSPECTOR'S SIGNATURE	DATE 9/23/09
Reviewer discussed this report with	REVIEWER & SIGNATURE	DATE / /
employee Do not concur	1/4/ homen	10/5/09
X X	7 / 1 / /	

AREA MANAGEMENT EVALUATION PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Grass Valley-230	Valley Division	230
EVALUATED BY		DATE
Sgt. D. Lavrador		9/15/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Informa	l Evaluation	SUSPENSE DATE 10/01/2009			
EOLLOW UP BEOLUBED		COMMANDER'S REVIEW		DATE	
☐ Yes ☐ No B	☐ Correction Report	C. Who	no	9/29	1.9
1. COMMUNITY OPINION		Yes	ACTION REQUIRED No	CORRECTED)
a. How does the community as a	whole feel about the Department	? The community as a w	hole is very supportive	of the Dep	artment.
(1) Do all sectors of the comm	unity have the same opinion?			✓ Yes	□No
b. Has good rapport been establis	✓ Yes	□No			
c. Do people believe the Departme	ent represents their best interests	s?		✓ Yes	□No
d. Does the Department have the	reputation of impartially enforcing	g laws?		✓ Yes	□No
e. Do people in the community fee	el the Department is doing a good	job?		✓ Yes	□No
f. How does the reputation of the	Department compare with other a	agencies in the area? R	efer to page 4.		
2. THE OFFICER AND PUBLIC CON	TACTS	Yes Yes	ACTION REQUIRED No	CORRECTED)
a. What procedures have been es	tablished to handle positive and/	or negative comments by	pleased/displeased mo	torists? R	efer to page 4.
(1) What is the ratio of compliment	s to complaints? Area receives	s more compliments than	complaints (approx. 25	to 1)	
(2) Does it appear officers are	making successful public contact	ts?		✓ Yes	□No
(3) Is recognition given to the c	omplimented officers?			✓ Yes	□No
(a) How? Positive comm	ents are made on officers month	ly evaluations, CHP 2 co	ommendations are issued	1 .	
(4) Has an effort been made to	determine why some officers are	e more successful at pos	itive public contacts?	✓ Yes	□No
(5) Are officers with patterns of	complaints provided with correct	tive training and direction	1?	✓ Yes	□No
b. Based on information from the p	oublic appearing at the Area office	e to clear citations, what	is the general opinion of	f Area offic	ers? Overall,
very positive. Frequently people	le at the front counter are very co	omplimentary of the offi	cers conduct even thoug	they rec	eived a
citation.					
(1) What is the opinion of the p	ublic appearing at court regarding	g Area officers? Obviou	sly, if people are in cour	rt to contes	at the citation
they probably do not agree	with the officers opinion as to the	he circumstances regardi	ng their citation. Over	the years,	the Area has
rarely received a complaint	t from a citizen regarding courtro	oom conduct or testimon	у.		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(2) What, if any, other methods are utilized to determine publ	lic opinion of Area offic	ers? The local newspaper	and radio st	ation is
	monitored daily for public comments or concerns.		41		
3.	NEWS MEDIA	Yes EVALUATED	ACTION REQUIRED No	CORRECTED	D
а	a. Have guidelines been established to foster harmonious relation	ns with the new media	1?	✓ Yes	□No
	(1) Does the media treat the Department favorably?			✓ Yes	□No
	(2) Are media representatives satisfied with their relationship	with the Department?		✓ Yes	□No
	(a) Has good rapport been established between Area pe	✓ Yes	□No		
	(3) Have personnel emphasized the Strategic Plan goals who	en possible and applica	able?	✓ Yes	□No
b	. Have procedures been established for the routine dissemination	on of accident/incident	information?	✓ Yes	□No
	(1) Is "Code 20" or a similar device used for more spectacula	r incidents?		✓ Yes	□No
	(a) How are other kinds of news information disseminate	d to the media? Loca	l radio station representati	ve comes to	the office
	each morning to talk with the PIO and discuss previous of	lays activity. The new	spaper calls daily.		
С	. Are there specially prepared and coordinated programs to han	dle specific traffic prob	olems?	✓ Yes	□No
	(1) Are multi-lingual programs emphasized?			☐ Yes	✓ No
	(2) Are public affairs press releases distributed to the public in	n a timely manner?		✓ Yes	□No
	(3) Is there adequate media involvement at local Area events	?		✓ Yes	□No
d	. How are releases produced by headquarters distributed? Wh	en appropriate, Area f	axes authorized press rele	ases to media	a outlets. The
	number residents that are non-english speaking have been red	luced over the past yea	ars.		
	(1) Is there follow-up to ensure releases are received in a time	ely manner, and meet	the needs of the media?	✓ Yes	□No
	(2) Who is responsible to monitor the media for items concern	ning the Department?	The Area Commander, S	ergeants and	PIO
	consistently keep in contact with the media and addresses	s any and all concerns.			
	(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3) Are harmonious relations established and maintained with	the media by the PAC)?	✓ Yes	□No
	(4) Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4. S	SCHOOLS	Yes Yes	ACTION REQUIRED	CORRECTED)
a.	. Has the commander identified problems that should be resolve	ed through the public a	ffairs program?	✓ Yes	☐ No
	(1) Who supervises the program?			✓ Yes	☐ No
	(2) Is preplanning evident in the school program?			✓ Yes	☐ No
	(3) Is the program designed and directed toward the solution	✓ Yes	□No		
	(4) Are activities discussed and planned with school administr	rators?		✓ Yes	□No
	(5) Has the program been approved by the commander?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

-						
	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			✓ Yes	□No
	(8)	How is the success of the program measured? The Area	Commander and Sergeant	s meet with school adm	inistrators	though out
		the area frequently.				
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recr	ruitment efforts?		✓ Yes	□No
5.	PUB	LIC AFFAIRS PROGRAM	Yes EVALUATED	ACTION REQUIRED No	CORRECTED	
a.	. На	s the commander identified problems that should be resolved	d through the Public Affair	s Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate grou	ps within the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where	appropriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situ	ations which may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public a	affairs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward st	rategic goals other depart	mental concerns?	✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?	===:		✓ Yes	□No
	(4)	What action does the commander initiate when the goals of	f the Strategic Plan are no	t adequately addressed	l? The Are	ea
		Commander, Sergeants and officers frequently discuss new	w strategies and implemen	nt them when necessary	to address	a specific
		goals.				
	(5)	Is the PAO addressing issues assigned to him/her in a time	ly manner?		✓ Yes	□No
C.	ls t	ne commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council,	etc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking engagement	ts, or are these delegated	to subordinates? The	Area Comr	nander
		attends numerous county functions. In his absence, the se	rgeants attend the functio	ns.		
		(a) If experience is lacking, is the commander doing anything	ing to correct this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			✓ Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approact taken towards them?	ch the public affairs progra	am has	✓ Yes	□No
		(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

. Ar	e all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	☐ No

Community Opinion: (f):

The CHP has an excellent reputation in the community. The Sheriff's Office does not enjoy the same reputation. Often times people call the CHP with their concerns and complain that the Sheriff's Office is refusing to act or handle their complaints. Both the Grass Valley Police Department and the Nevada City Police Department appear to have a good reputation.

Officer and Public Contacts:

The Area has implemented a traffic complaint system. The public contacts the Area and voices their concerns. A written traffic complaint is completed and sent to the field. The beat officer responds to the neighborhoods and makes personal contact with the complainants. The officer identifies the problems and takes immediate action. The Area also has a senior volunteer program. The volunteers respond to locations and deploy the radar trailer in areas of concerns. Further, the Area Commander and Sergeants frequently attend town hall meetings, Board of Supervisor meetings, meet with members of local schools, run a booth at the annual fair and attend may other meetings not listed.

COMMAND INSPECTION PROGRAM

TXCEPTIONS DOCUMENT

Command: Gold Run	Division: Valley	Chapter:
Inspected by: Officer M. D.	Pugh	Date: 10/07/2009

	•	Onic	CI W. D. I agii		
Page 1 of 2					
INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, con	Inspection documents	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the ne: cument innovative or	xt level of commar actices, suggestio	nd where the document
TYPE OF INSPECTION Division Level Command L Executive Office Level	.evel	Total hours expended inspection: 8	d on the		e Action Plan Included
Follow-up Required: ☐ Yes ⊠ No		rd to: Valley Division rate: 10/15/2009			
Chapter Inspection: Public R	eactio	n			
Inspector's Comments Regar	ding Ir	nnovative Practices	3.		
the community and schools in year, the Area Public Informati rithin the Gold Run Area and personnel also provide "live" u Reno media. Further, neighbor Run Area communities. Gold	on Off contac pdates orhood	ficer (PIO) prepares ats the press ensuri a regarding weathe traffic watch signs	s a press releasing the release r and road cond have been mad	se specifically has been rec ditions to the l de and will be	for the highways seived. Area local, Bay area and placed within Gold
Command Suggestions for St	atewic	de Improvement:			
Although Areas should have of As long as the message is concesources would augment complete the PIO fully briefed on complete the message to be most critical to departmental successions.	sisten munic urrent ore effe	t and the PIO and/o ations involving the situations. Also, in	or commander a e community. If evolving the PIC	are informed, t is imperative) in the Strate	the additional that commanders gic Plan process
Inspector's Findings:					
Gold Run Area's public affairs communication between the coconsistency, innovation and eff	mmar	nder, the PIO, serg	efficiently in a peants and office	oroactive man ers maintains	nner. Frequent program

Commander's Response: ☐ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

COMMAND INSPECTION PROGRA TXCEPTIONS DOCUMENT

A	M	

Division: Valley Chapter:

10/07/2009

Date:

Page 2 of 2

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.) None. Required Action Corrective Action Plan/Timeline

Command:

Gold Run

Inspected by:

Officer M. D. Pugh

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE,
	INSPECTOR'S SIGNATURE	10/7/09
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE	DATE 12/09

AKEA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Gold Run	Valley	221
EVALUATED BY		DATE
Officer M. D. Pu	gh	10/07/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	F EVALUATION ormal Evaluation ignorpation in Image: Info	ormal Evaluation	SUSPENSE DATE 10/12/2009		
FOLLOW	W-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	DATE 10/07/20	
1. CO	OMMUNITY OPINION		EVALUATED ACTION REQUIRED X None	CORRECTE)
a.	How does the community a	s a whole feel about the Departm	ent? The Gold Run Area participates in many fund	ctions of the	
	community. Members of t	he Gold Run Area are seen in a p	ositive light by the community.		
	(1) Do all sectors of the co	ommunity have the same opinion?		✓ Yes	□No
b.	Has good rapport been esta	ablished with leaders within the co	ommunity?	✓ Yes	□No
c.	Do people believe the Depa	artment represents their best inter	ests?	✓ Yes	□No
d.	Does the Department have	the reputation of impartially enfor-	cing laws?	✓ Yes	□No
e.	Do people in the community	y feel the Department is doing a g	ood job?	✓ Yes	☐ No
f.	How does the reputation of	the Department compare with oth	ner agencies in the area? Law enforcement in ger	neral is seen	as a
	positive influence in the co	ommunity and the CHP is recognize	zed as the premier agency in the region.		
2. THI	E OFFICER AND PUBLIC	CONTACTS	X ACTION REQUIRED	CORRECTE)
a.	What procedures have bee	n established to handle positive a	nd/or negative comments by pleased/displeased n	notorists? S	ergeants
	discuss positive issues durin	ng briefings and address negative o	comments on an individual basis.		
(1)	What is the ratio of complin	ments to complaints? Favorable	compliments far outweigh complaints.		
	(2) Does it appear officers	are making successful public con	tacts?	✓ Yes	□No
	(3) Is recognition given to t	the complimented officers?		✓ Yes	□No
	(a) How? 100 form of	comments, commendable form 2's	s and commander's commendations.		
+	(4) Has an effort been mad	de to determine why some officers	s are more successful at positive public contacts?	✓ Yes	□No
	(5) Are officers with pattern	ns of complaints provided with cor	rective training and direction?	✓ Yes	□No
b.	Based on information from t	the public appearing at the Area o	ffice to clear citations, what is the general opinion	of Area offic	ers? The
	public is greeted by the offi	icer when he/she enters the front	door. The public is instructed how to handle the c	itation to its	conclusion
	with the court and if necess	sary an officer will contact the cou	urt on the public's behalf to ensure the proper info	rmation is o	btained.
((1) What is the opinion of t	he public appearing at court regar	rding Area officers? Gold Run Area officers appea	ar in court ex	khibiting a
	positive and profession	nal demeanor. Their testimony is	direct and to the point and regardless of the outco	ome of the co	ourt case,
	officers leave the cour	thouse with the public's opinion re	emaining high.		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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		(2)	What, if any, other methods are utilized to determine public	opinion of Area officers?	Officers make themsel	ves availab	le at local
		co	ffee shops and gas stations for the public and answer question	is on a regular basis.			
3.	N	EWS	S MEDIA	EVALUATED X	ACTION REQUIRED None	CORRECTED)
	a.	На	ve guidelines been established to foster harmonious relations	with the new media?		✓ Yes	□No
		(1)	Does the media treat the Department favorably?			✓ Yes	□No
		(2)	Are media representatives satisfied with their relationship wi	th the Department?		✓ Yes	□No
			(a) Has good rapport been established between Area person	onnel and the media?		✓ Yes	□No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No
	b.	Ha	ve procedures been established for the routine dissemination	of accident/incident info	rmation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yeş	□No
			(a) How are other kinds of news information disseminated t	o the media? The Area	Public Information Off	icer (PIO)	has a good
			working relationship with local media and when events was	rrant notification, it is do	one in a timely manner.		
	C.	Are	there specially prepared and coordinated programs to handle	e specific traffic problem	s?	✓ Yes	□No
		(1)	Are multi-lingual programs emphasized?			✓ Yes	□No
		(2)	Are public affairs press releases distributed to the public in a	timely manner?		✓ Yes	□No
		(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d.	Hον	w are releases produced by headquarters distributed? If the	press release affects the	Area directly, the PIO	contacts the	e press
		per	sonally. Statewide press releases are faxed to the news outle	ts with information on h	now to contact the PIO is	f further fo	llow up is
		nee	eded.				
		(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the	needs of the media?	✓ Yes	□No
		(2)	Who is responsible to monitor the media for items concerning	g the Department? The	commander and the PIC	Ο,	
			(a) Are significant items sent to headquarters?			✓ Yes	□No
		(3)	Are harmonious relations established and maintained with the	e media by the PAO?		✓ Yes	□No
		(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	sc	НО	OLS	EVALUATED X	ACTION REQUIRED	CORRECTED	
	a.	Has	the commander identified problems that should be resolved	through the public affair	s program?	✓ Yes	□No
		(1)	Who supervises the program?			✓ Yes	□No
		(2)	Is preplanning evident in the school program?			✓ Yes	□No
		(3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
		(4)	Are activities discussed and planned with school administrate	ors?		✓ Yes	□No
		(5)	Has the program been approved by the commander?			✓ Yes	□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?			✓ Yes	□ No
	(8)	How is the success of the program measured? It's measur	ed by the feedback recei	ved by the school's adn	ninistration,	teachers an
		students.				
	(9)	Is it successful?			√ Yes	□No
	(10) Are activities coordinated in conjunction with Division recru	uitment efforts?		✓ Yes	□No
5. F	PUBL	LIC AFFAIRS PROGRAM	EVALUATED X	ACTION REQUIRED	CORRECTED	
а.	Ha	s the commander identified problems that should be resolved	through the Public Affa	irs Program?	✓ Yes	☐ No
	(1)	Does the Public Affairs Program reach all appropriate group	os within the community	?	✓ Yes	☐ No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where a	appropriate?		✓ Yes	☐ No
b.	Do	es the commander keep the PAO fully briefed on current situ	ations which may be nev	wsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public a	ffaire mattere?		✓ Yes	☐ No
	(-)		mans matters:			
	(2)	Does the PAO concentrate most of his/her efforts toward st		rtmental concerns?	✓ Yes	□No
7				rtmental concerns?	✓ Yes	□ No
)	(2)	Does the PAO concentrate most of his/her efforts toward st	rategic goals other depa		✓ Yes	□No
)	(2)	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly?	rategic goals other depa	not adequately addresse	☑ Yes ed? During	□ No training day
)	(2)	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of	rategic goals other depa f the Strategic Plan are n Il employees participatin	not adequately addresse	☑ Yes ed? During	□ No training day
)	(2)	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of and briefings, the commander stresses the importance to all	rategic goals other departition of the Strategic Plan are not all employees participating vely address Strategic P	not adequately addresse	☑ Yes ed? During	□ No training day
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c.	(2) (3) (4) (5) Is the	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of and briefings, the commander stresses the importance to al discussions involving all personnel on how to more effecti Is the PAO addressing issues assigned to him/her in a time the commander involved in public contacts?	rategic goals other departition of the Strategic Plan are related to the strategic Plan are related to the strategic Plan and response Plan manner?	not adequately addresse g in reaching the Area' lan goals.	✓ Yes ed? During s goals. Rou ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No training day and table □ No □ No
C.	(2) (3) (4) (5) Is th	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of and briefings, the commander stresses the importance to al discussions involving all personnel on how to more effecti Is the PAO addressing issues assigned to him/her in a time he commander involved in public contacts? Is membership maintained in a service club, safety council,	rategic goals other departition of the Strategic Plan are related to the strategic Plan are related to the strategic Plan and responsible to the strategic Plan are the strategic Plan are the strategic Plan are responsible to the strategic Plan are responsible	not adequately addresseng in reaching the Areallan goals.	✓ Yes ed? During s goals. Rou ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No training day and table □ No □ No
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С.	(2) (3) (4) (5) Is th	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of and briefings, the commander stresses the importance to al discussions involving all personnel on how to more effecti Is the PAO addressing issues assigned to him/her in a time the commander involved in public contacts? Is membership maintained in a service club, safety council, Does the commander accept regular speaking engagement	rategic goals other departition of the Strategic Plan are in the Strategic Plan are in the military end of the strategic Plan and other of the strategic Plan and other of the strategic Pland other other pland of the strategic Pland other other pland other other pland other other pland other pland other other pland	not adequately addresseng in reaching the Areallan goals.	✓ Yes ed? During s goals. Rou ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No training day and table □ No □ No
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с.	(2) (3) (4) (5) Is the control of th	Does the PAO concentrate most of his/her efforts toward st Does the PAO review the Strategic Plan quarterly? What action does the commander initiate when the goals of and briefings, the commander stresses the importance to all discussions involving all personnel on how to more effecti Is the PAO addressing issues assigned to him/her in a time he commander involved in public contacts? Is membership maintained in a service club, safety council, Does the commander accept regular speaking engagement many civic groups within the Gold Run community as wel (a) If experience is lacking, is the commander doing anythi Are supervisors involved in the community? (a) Do they make public appearances? (b) Is training provided for those who lack experience?	rategic goals other depart the Strategic Plan are related to the Strategic Plan are related to the strategic Plan and other of the strategic Plan are related to t	ot adequately addresses in reaching the Area's lan goals.	✓ Yes ed? During s goals. Rou ✓ Yes ✓ Yes ✓ Yes e commande ✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	□ No training day and table □ No □ No □ No □ No r addresses □ No □ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Command:	Div	Chapter:
Donner Pass	Valley	8
Inspected by:		Date:
R.C. Fisher		09/01/2009

. age 1 of 3

INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, cor	Inspection documents	on number. Under "Forw ent shall be utilized to doc	ard to:" enter the nex cument innovative pra	Il in the blanks as indicated. Enter the chapter kt level of command where the document actices, suggestions for statewide a used if additional space is required.	
TYPE OF INSPECTION Division Level x Command Level inspection: 3 Hours Inspection 2 Hours Documentation Total hours expended on the inspective Action Plan Inclusion x Attachments Included					
Follow-up Required:	Forwa	rd to:			
Yes x No	Due D	ate:			
Chapter Inapaction: Chapter	o Dubl	io Depation			
Chapter Inspection: Chapter	o Pubi	ic Reaction			
Inspector's Comments Regar					
The Area annually conducts A Trucker Appreciation Day which involves interaction with the community and the local trucking industry. This event is an extremely positive event that reflects well on the Department.					
_ommand Suggestions for St	atewic	le Improvement:			
None.					
Inspector's Findings:					
In addition to the above mentioned Trucker Appreciation Day, a representative from the Facility attends a monthly safety meeting with the Landstar Trucking Company, sharing and receiving the latest information pertinent to the trucking industry.					
Commander's Response: x C	oncur	or Do Not Conc	ur (Do Not Concu	r shall document basis for response)	
Concur.					

COMMAND INSPECTION PROGRAM

- XCEP	HONS	DOCUMENT	
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age	2	of	3
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Command:	Div	Chapter:
Donner Pass	Valley	8
Inspected by:		Date:
R.C. Fisher		09/01/2009

Inspector's Comments:	Shall address non concurrence by commander (e.g., findings revised, findings unchanged,
etc.)	

COMMAND INSPECTION PROGRAM

- VCEP	HONS DOCUMENT	
100 3	of 3	

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,	age 3	of 3	

Command:	Div	Chapter:
Donner Pass	Valley	8
Inspected by:	·	Date:
R.C. Fisher		09/01/2009

Required Action	
Corrective Action Plan/Timeline	

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	DATE 09/22/09
	INSPECTOR'S SIGNATURE	DATE
	RCDish	09/22/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE ,
employee		1.40
✓ Concur □ Do not concur	KIV V FED B BREWER	10/01/04

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
223	Valley	223-09-003
EVALUATED BY		DATE
Sergeant R.C.	Fisher 11980	09/01/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		·	' '				
		LUATION II Evaluation ☑ Info	rmal Evaluation	SUSPENSE DATE			
	w-up F Yes	REQUIRED V No	☐ Correction Report	COMMANDER'S REVIEW	6000 Li	DATE 9/	21/09
1. C	ОММ	UNITY OPINION		Yes	ACTION REQUIRED NO	CORRECTED	
a.	Hov	w does the community as	a whole feel about the Department	? As a whole, the surrou	nding community has a	positive in	nagine of
	the	Department and its pers	onnel.				
	(1)	Do all sectors of the cor	mmunity have the same opinion?			✓ Yes	□No
b.	Has	s good rapport been esta	blished with leaders within the comr	munity?		✓ Yes	□No
C.	Do	people believe the Depar	rtment represents their best interest	s?		✓ Yes	□No
d.	Doe	es the Department have t	the reputation of impartially enforcing	g laws?		✓ Yes	□No
e.	Do	people in the community	feel the Department is doing a good	job?		✓ Yes	□No
) f.	Hov	v does the reputation of t	the Department compare with other	agencies in the area? T	he CHP is held in a high	ner esteem	than the
	loca	al allied agencies by the	local community.				
2. TH	IE O	FFICER AND PUBLIC C	ONTACTS	Yes EVALUATED	ACTION REQUIRED No	CORRECTED)
a.	Wha	at procedures have been	established to handle positive and/	or negative comments by	pleased/displeased mo	torists? Si	upervisor
	con	tact by telephone, letters	of response, meeting with the motor	ists and the CHP's compl	aint process are utilized.		
(1)	Wh	nat is the ratio of complim	nents to complaints? An exact ration	o is not determinable but	positive input far outwe	eighs nega	tive input.
	(2)	Does it appear officers a	are making successful public contac	ts?		✓ Yes	□No
	(3)	Is recognition given to the	ne complimented officers?			✓ Yes	□No
		(a) How? Letters place	ed into personnel files, 100 form co	omments, Commendable	Form 2, Commendation	ıs.	
	(4)	Has an effort been made	e to determine why some officers ar	e more successful at pos	sitive public contacts?	✓ Yes	□No
	(5)	Are officers with pattern	s of complaints provided with correc	tive training and direction	1?	✓ Yes	□No
b.	Bas	ed on information from th	ne public appearing at the Area offic	e to clear citations, what	is the general opinion of	f Area offic	ers? The
	pub	lic very seldom expresse	es displeasure with the enforcement	contact with the officer	which resulted in a citat	ion being i	ssued. More
	time	es than not, the public sta	ates the officers are polite and the ed	quipment violation citati	on was warranted.		
	(1)	What is the opinion of th	e public appearing at court regardin	g Area officers? Most of	f the public appearing be	efore the c	ourt on traffic
_		matters, dispute the cita	tion and relate the officer was polit	e and courteous. Clearly	, there is the minority o	f the publi	c which
1		receive citations who fe	eel the citations are unjust and the or	fficer was rude and disco	ourteous, solely for the c	itation bei	ng issued.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

-						
	(2) What, if any, other methods are utilized to determine public	opinion of Area officers?	Local social events, ne	ighbors, fr	iends and
	re	latives.				
3.	NEV	S MEDIA	Yes Yes	ACTION REQUIRED	CORRECTED)
	a. H	ave guidelines been established to foster harmonious relations	s with the new media?		✓ Yes	□No
	(1	Does the media treat the Department favorably?			✓ Yes	□No
	(2	Are media representatives satisfied with their relationship w	vith the Department?		✓ Yes	□No
		(a) Has good rapport been established between Area pers	onnel and the media?		✓ Yes	□No
	(3	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	✓ Yes	□No
	b. H	ave procedures been established for the routine dissemination	of accident/incident info	rmation?	✓ Yes	□No
	(1	Is "Code 20" or a similar device used for more spectacular i	ncidents?		✓ Yes	□No
		(a) How are other kinds of news information disseminated	to the media? The publ	ic has access to the CAD	System, F	PIO
		disseminating information through normal channels. Information	nation is also disseminat	ed by supervisors when	necessary.	
	c. Ar	e there specially prepared and coordinated programs to handl	e specific traffic problem	s?	✓ Yes	□No
	(1)	Are multi-lingual programs emphasized?			✓ Yes	□No
	(2)	Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No
ij	(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d. Ho	w are releases produced by headquarters distributed? The i	nformation is faxed by the	ne PIO to all local and R	eno NV. te	elevision and
	ne	wspaper outlets.				
		•				
	(1)	Is there follow-up to ensure releases are received in a timely	y manner, and meet the	needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items concerning	ng the Department? The	commander, Facility su	pervisors a	and the PIO.
		All news releases are reviewed and approved prior to disser	mination.			
		(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	SCHO	OLS	EVALUATED No	ACTION REQUIRED	CORRECTED	
8	a. Ha	s the commander identified problems that should be resolved	through the public affairs	s program?	Yes	✓ No
	(1)	Who supervises the program?			Yes	✓ No
	(2)	Is preplanning evident in the school program?			☐ Yes	✓ No
	(3)	Is the program designed and directed toward the solution of	specific problems?		☐ Yes	✓ No
T _k	(4)	Are activities discussed and planned with school administrat	ors?		Yes	✓ No
1	(5)	Has the program been approved by the commander?			☐ Yes	✓ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		(1.611 6 66) 61 1 666				
	(6)	Does the program follow departmental priorities?			Yes	✓ No
	(7)	Are all grade levels included?			Yes	✓ No
	(8)	How is the success of the program measured? As an inspec	tion facility, we don't p	articipate in this prog	ram.	
	(9)	Is it successful?			☐ Yes	☑ No
	(10	Are activities coordinated in conjunction with Division recruit	tment efforts?		☐ Yes	✓ No
5.	PUB	LIC AFFAIRS PROGRAM	EVALUATED Yes	ACTION REQUIRED No	CORRECTED	
a.	На	s the commander identified problems that should be resolved t	hrough the Public Affair	s Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups	within the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			✓ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where ap	propriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situat	ions which may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affa	airs matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward stra	tegic goals other depart	mental concerns?	✓ Yes	□No
)	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the	he Strategic Plan are no	t adequately address	ed? The con	nmander will
		impress upon Facility personnel the importance of continued	l vigilance to enforce la	ws outlined in the Str	ategic Plan.	
	(5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No
c.	ls t	he commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, e	tc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements,	or are these delegated	to subordinates? Ye	es, Facility pe	rsonnel
		attend public functions when invited or applicable.				
		(a) If experience is lacking, is the commander doing anything	g to correct this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?			✓ Yes	□No
		(a) Do they make public appearances?			Yes	□No
		(b) Is training provided for those who lack experience?			✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progra	am has	✓ Yes	□No
)		(a) Are action steps being addressed in a timely manner?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d. Are all employees encouraged to understand and participate in public affairs programs?					
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No	
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No	

COMMAND INSPECTION PROGRAM"XCEPTIONS DOCUMENT

Command.	DIVISION.	Onapior.
Chico	Valley Division	Public Reaction
Inspected by:		Date:
Sergeant B. A. C	July 28, 2009	

Chapter:

Division:

Page 1 of 2

	Inspection docume	on number. Under "Forwa ent shall be utilized to docu	ird to:" enter the nex iment innovative pra	
TYPE OF INSPECTION Division Level Command L Executive Office Level Follow-up Required:	Forwa	Total hours expended inspection: 3 Hours rd to: Division	on the	☐ Corrective Action Plan Included ☐ Attachments Included
☐ Yes ⊠ No		ate: Sept. 1, 2009		9m.
Chapter Inspection:				
Affairs Program is active in the excellent reputation and rappo events at the two local colleges	local rt with s to er vents	schools and common all of the local med shance the local rec and programs and a	unity events. T ia entities. He ruiting efforts in	ea as a whole. The Area Public The Area PIO has developed an is active in career development in the Area. The Area Commander rages the community involvement
Inspector's Findings:			:	:
	ith all	categories listed. I l	nave found no	discrepancies and no follow-up is
Commander's Response: 🖂 🤇	Concu	ır or □ Do Not Con	CUr (Do Not Cond	cur shall document basis for response)
Inspector's Comments: Shall a etc.)	address	non concurrence by co	ommander (e.g., fi	indings revised, findings unchanged,
None				

Command:

COMMAND INSPECTION PROGRAM XCEPTIONS DOCUMENT

Page 2 of 2

Command:	Division:	Chapter:
Chico	Valley Division	Public Reaction
Inspected by:		Date:
Sergeant B. A. Carpenter		July 28, 2009

Required Action	
Corrective Action Plan/Timeline	
N/A	

Employee would like to discuss this report with	COMMANDER'S SIGNATURE	DATE
the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	LAPT	1/31/09
	INSPECTOR'S SIGNATURE	DATE (
	BAS	7/28/09
Reviewer discussed this report with	REVIEWER'S SIGNATURE	DATE
employee	Mathimore	8/12/09

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER	
Chico	Valley	241-03-09	
EVALUATED BY		DATE	
Sergeant B. A. Carpenter		07/28/2009	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		LUATION al Evaluation	mal Evaluation	SUSPENSE DATE 09/01/2009			
_	Yes	REQUIRED No	☐ Correction Report	COMMANDER'S REMEW	Dogr.	DATE 7-3	31-09
1. C	OMN	IUNITY OPINION		Yes EVALUATED	NO REQUIRED	CORRECTED N/A	
a.	Ho	w does the community as	a whole feel about the Departmen	t? The community has a p	positive opinion of the lo	cal Area o	of the
	Ca	lifornia Highway Patrol.					
	(1)	Do all sectors of the com	nmunity have the same opinion?			✓ Yes	□No
b.	Ha	s good rapport been estat	blished with leaders within the com	munity?		✓ Yes	□No
C.	Do	people believe the Depar	tment represents their best interes	ts?		✓ Yes	□No
d.	Do	es the Department have th	he reputation of impartially enforcir	ng laws?		✓ Yes	□No
e.	Do	people in the community	feel the Department is doing a goo	od job?		✓ Yes	□No
f.	Hov	w does the reputation of th	he Department compare with other	agencies in the area? T	he Department has a rep	utation as	
	pro	viding superior service as	s compared to the other agencies in	n the Area.			
2. TH	HE O	FFICER AND PUBLIC CO	ONTACTS	Yes	ACTION REQUIRED No	CORRECTED N/A	
a.	Wh	at procedures have been	established to handle positive and	or negative comments by	pleased/displeased mo	torists? Po	sitive
	con	nments are documented or	n monthly evaluations. Negative co	mments are handled with	counseling or the citizen	complaint	process.
(1)) Wł	nat is the ratio of complim	ents to complaints? The Area ha	s no mechanism in place	to track the ratio of com	pliments to	complaints.
	(2)	Does it appear officers a	re making successful public conta	cts?		✓ Yes	□No
	(3)	Is recognition given to th	e complimented officers?			✓ Yes	□No
		(a) How? Written com	nments on monthly evaluations or	commendable incident re	ports.		
	(4)	Has an effort been made	e to determine why some officers a	re more successful at pos	sitive public contacts?	✓ Yes	□No
	(5)	Are officers with patterns	of complaints provided with corre	ctive training and direction	1?	✓ Yes	□No
b.	Bas	ed on information from th	e public appearing at the Area offi	ce to clear citations, what	is the general opinion of	Area offic	ers? The
	opi	nion of the public is that t	the Area officers are doing their jo	bs in a professional manr	er as well as enforcing t	he law in a	a fair and
	imp	partial manner.					
	(1)	What is the opinion of the	e public appearing at court regardi	ng Area officers? While t	he members of the publi	c appearin	g in court in
)		generally disagree with	the officer's observations, the officer	cers have a reputation of l	peing professional, fair, a	and courte	ous.

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	_						
		(2)	What, if any, other methods are utilized to determine public	opinion of Area officer	s? Comments by citizens	to local me	edia entities,
		co	mments made by members of the public while attending com	munity events and cor	nmunity meetings.		
3.	N	IEW	S MEDIA	Yes Yes	ACTION REQUIRED No	CORRECTED N/A	
	a.	На	eve guidelines been established to foster harmonious relations	with the new media?		✓ Yes	□No
		(1)	Does the media treat the Department favorably?			✓ Yes	□No
		(2)	Are media representatives satisfied with their relationship w	ith the Department?		✓ Yes	□No
			(a) Has good rapport been established between Area pers	onnel and the media?		✓ Yes	□No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicab	le?	✓ Yes	□No
	b.	На	ve procedures been established for the routine dissemination	of accident/incident in	formation?	✓ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular in	ncidents?		✓ Yes	□No
			(a) How are other kinds of news information disseminated	to the media? Media	Presence at special events	such as the	e "Biggest
			Loser", "E 15 Min." and Start Smart. Television programs	on North State Issues	(DUI, Start Smart)		
	C.	Are	e there specially prepared and coordinated programs to handl	e specific traffic proble	ms?	✓ Yes	□ No
		(1)	Are multi-lingual programs emphasized?			☐Yes	☑ No
		(2)	Are public affairs press releases distributed to the public in a	a timely manner?		✓ Yes	□No
		(3)	Is there adequate media involvement at local Area events?			✓ Yes	□No
	d.	Но	w are releases produced by headquarters distributed? Once	E-Mailed to the PIO t	hey are faxed to all Medi	a outlets via	Chico
		Со	mmunications Center				
		(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet th	e needs of the media?	✓ Yes	□No
		(2)	Who is responsible to monitor the media for items concerning	g the Department? Ca	aptain D.S. Gillingwater,	PIO Office	r Maxey,
			Sergeant B. Carpenter, and Sergeant S. Evans.				
			(a) Are significant items sent to headquarters?			✓ Yes	□No
		(3)	Are harmonious relations established and maintained with the	ne media by the PAO?		✓ Yes	□No
		(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	□No
4.	S	СНО	OLS	Yes Yes	ACTION REQUIRED No	CORRECTED N/A	
	a.	Has	s the commander identified problems that should be resolved	through the public affa	irs program?	✓ Yes	□No
		(1)	Who supervises the program?			✓ Yes	□No
		(2)	Is preplanning evident in the school program?			✓ Yes	□No
		(3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	□No
		(4)	Are activities discussed and planned with school administrate	ors?		√ Yes	□No
		(5)	Has the program been approved by the commander?			✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

41	(0)	December resources followed and a state of the state of t					
7		Does the program follow departmental priorities?		✓ Yes	□ No		
		Are all grade levels included?		✓ Yes	□ No		
	(8)	How is the success of the program measured? Based on fee	edback from the student	s themselves as well as	the faculty	and	
		administration at the local schools.					
	(9)	Is it successful?		✓ Yes	□No		
	(10) Are activities coordinated in conjunction with Division recrui	tment efforts?	1411	✓ Yes	□No	
5. I	PUBL	No REQUIRED	CORRECTED N/A				
a.	На	s the commander identified problems that should be resolved	through the Public Affair	s Program?	√ Yes	□No	
	(1)	Does the Public Affairs Program reach all appropriate groups	within the community?	=======================================	✓ Yes	□No	
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No	
	(3)	Are bilingual officers utilized?			✓ Yes	□No	
	(4)	Is the current Strategic Plan emphasized when and where ap	ppropriate?		✓ Yes	□No	
b.	Do	es the commander keep the PAO fully briefed on current situa	tions which may be new	sworthy?	✓ Yes	□No	
	(1)	Does the PAO report directly to the commander on public aff		✓ Yes	□No		
	(2)	Does the PAO concentrate most of his/her efforts toward stra	tmental concerns?	✓ Yes	□No		
	(3)	Does the PAO review the Strategic Plan quarterly?			√ Yes	□No	
	(4)	What action does the commander initiate when the goals of t	he Strategic Plan are no	ot adequately addressed	7 The con	nmander	
		instills in his subordinates the importance of the goals of the	Strategic Plan. If goal	s are not adequately add	ressed, fol	low-up and	
		control measures are implemented to ensure improvement in	attaining goals set for	the Area.			
	(5)	Is the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No	
C.	Is th	ne commander involved in public contacts?			✓ Yes	□No	
	(1)	Is membership maintained in a service club, safety council, e	tc.?		√ Yes	□No	
	(2)	Does the commander accept regular speaking engagements	, or are these delegated	to subordinates? The	commande	r regularly	
		accepts speaking engagements in the community. Only on	are occasions, they are	delegated to subordinate	es.		
		(a) If experience is lacking, is the commander doing anythin	g to correct this?		✓ Yes	□No	
	(3)	Are supervisors involved in the community?			✓ Yes	□No	
		(a) Do they make public appearances?		✓ Yes	□No		
		(b) Is training provided for those who lack experience?			✓ Yes	□No	
	(4)	Are all supervisors aware of strategic goals and the approach taken towards them?	the public affairs progr	am has	✓ Yes	□No	
)		(a) Are action steps being addressed in a timely manner?	✓ Yes	□No			

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command:	Division:	Chapter:
Auburn Area	Valley Division	Public Reaction
Inspected by:	Date: 5/8/2009	
D. Martinez, #15	5/8/2009	

Page 1 of 2		<u></u>		· · · · · · · · · · · · · · · · · · ·
INSTRUCTIONS: This document shall be number of the inspection in the Chapter shall be routed to and its due date. This improvement, identified deficiencies, cor	Inspection docume	on number. Under "Forw ent shall be utilized to do	ard to:" enter the nex cument innovative pra	
TYPE OF INSPECTION ☐ Division Level ☐ Command L ☐ Executive Office Level	.evel	Total hours expende inspection:	d on the	☐ Corrective Action Plan Included☐ Attachments Included
Follow-up Required:		rd to: Valley Division ate: 10/15/2009		
Chapter Inspection:		FOR BUILDING TO		
Inspector's Comments Regar	ding Ir	nnovative Practices	S:	
None				
Command Suggestions for Stone	tatewic	de Improvement:		
Inencetor's Findings:				
Inspector's Findings:		= ====		
O	0			
Commander's Response: 🗵	Concl	ir or L Do Not Cor	1CUT (Do Not Cond	cur shall document basis for response)
Inspector's Comments: Shall a	address	non concurrence by c	commander (e.g., fi	indings revised, findings unchanged,

COMMAND INSPECTION PROGRAM FXCEPTIONS DOCUMENT

Page 2 of 2

Command:	Division:	Chapter:
Auburn Area Valley Division		Public Reaction
Inspected by:	Date:	
D. Martinez, #15	5/8/2009	

District Control of the Control of t		
Required Action	The parties of the first of the same of th	
Corrective Action Plan/Timeline		

Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE	9/22/2009 9/22/09
	INSPECTOR'S SIGNATURE	DATE 9/22/2009 9/22/2009
Reviewer discussed this report with employee Concur Do not concur	REVIEWER'S SIGNATURE SERVICE.	10/06/69

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

'P 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Auburn Area	Valley Division	220
EVALUATED BY		DATE
D. Martinez #15242		05/08/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

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_ □ Fo		valuation 📝 Inform	mal Evaluation	SUSPENSE DATE			
FOLLOW	V-UP REQU	IRED No	☐ Correction Report	D. Milling	e-(Fon)	DATE 6/	109
1. CC	MMUN	ITY OPINION		Ves (ACTION REQUIRED	CORRECTED	
a.	How do	pes the community as	a whole feel about the Department?	See Attached Summa	гу		
	(1) Do	all sectors of the com	nmunity have the same opinion?			✓ Yes	□No
b.	Has go	od rapport been estab	olished with leaders within the comm	nunity?		✓ Yes	□No
C,	Do peo	ple believe the Depart	tment represents their best interests	5?		✓ Yes	□No
d.	Does th	ne Department have th	ne reputation of impartially enforcing	g laws?		✓ Yes	□No
e.	Do peo	ple in the community	feel the Department is doing a good	job?		✓ Yes	□No
f.	How do	oes the reputation of th	ne Department compare with other a	agencies in the area? S	ee Attached Summary		
		(Ψ	36				
2. TH	E OFFI	CER AND PUBLIC CO	ONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED	
a.	What p	rocedures have been	established to handle positive and/o	or negative comments by	pleased/displeased mo	torists?	
	See At	tached Summary					
(1)	What i	s the ratio of complime	ents to complaints? See Attached	Summary			
	(2) Do	es it appear officers a	re making successful public contact	ts?		✓ Yes	□No
	(3) Is i	recognition given to the	e complimented officers?			√ Yes	□No
	(a)	How? See Attache	d Summary				
	(4) Ha	s an effort been made	to determine why some officers are	e more successful at pos	itive public contacts?	✓ Yes	□No
	(5) Are	e officers with patterns	of complaints provided with correc	tive training and direction	1?	✓ Yes	☐ No
b.	Based	on information from th	e public appearing at the Area office	e to clear citations, what	is the general opinion of	Area offic	ers?
	See At	tached Summary					
	(1) Wh	nat is the opinion of the	e public appearing at court regardin	g Area officers? See A	ttached Summary		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	1.0
(2) What, if any, other methods are utilized to determine public opinion of Area officers? See Attache	d Summary
EVALUATED ACTION REQUIR	RED CORRECTED
NEWS MEDIA	
a. Have guidelines been established to foster harmonious relations with the new media?	☑ Yes □ No
(1) Does the media treat the Department favorably?	✓ Yes No
(2) Are media representatives satisfied with their relationship with the Department?	✓ Yes No
(a) Has good rapport been established between Area personnel and the media?	☑ Yes ☐ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	☑ Yes ☐ No
b. Have procedures been established for the routine dissemination of accident/incident information?	☑ Yes ☐ No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	✓ Yes ☐ No
(a) How are other kinds of news information disseminated to the media? See Attached Summa	ıry
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	☑ Yes ☐ No
(1) Are multi-lingual programs emphasized?	
(2) Are public affairs press releases distributed to the public in a timely manner?	✓ Yes □ No
(3) Is there adequate media involvement at local Area events?	✓ Yes □ No
d. How are releases produced by headquarters distributed? See Attached Summary	
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the	media?
(2) Who is responsible to monitor the media for items concerning the Department? See Attached Su	
(a) Are significant items sent to headquarters?	☑ Yes □ No
(3) Are harmonious relations established and maintained with the media by the PAO?	
(4) Are strategic goals emphasized at PAO/TMC activities?	✓ Yes □ No
SCHOOLS EVALUATED ACTION REQUI	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?	✓ Yes 🗌 No
(1) Who supervises the program? See AHAChed SUMMARY	
(2) Is preplanning evident in the school program?	
(3) Is the program designed and directed toward the solution of specific problems?	✓ Yes □ No
(4) Are activities discussed and planned with school administrators?	✓ Yes □ No
	✓ Yes □ No
(5) Has the program been approved by the commander?	₹1.63 □ INO

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

UBLIC REACTION

	(
(6	3) Do	pes the program follow departmental priorities?			✓ Yes	□No
(7	7) Are	e all grade levels included?			✓ Yes	□No
(8	3) Ho	ow is the success of the program measured? See Attached	d Summary			
(9	 9) Isi	it successful?			✓ Yes	□ No
<u> </u>		re activities coordinated in conjunction with Division recrui	tment efforts?		✓ Yes	□No
È		AFFAIRS PROGRAM		CTION REQUIRED	CORRECTED	
a. H	las the	e commander identified problems that should be resolved	through the Public Affairs	Program?	✓ Yes	□No
(1	I) Do	pes the Public Affairs Program reach all appropriate groups	within the community?		✓ Yes	□No
(2	2) Are	e ethnic groups' problems considered?			✓ Yes	□No
(3	B) Are	e bilingual officers utilized?			✓ Yes	□No
(4	4) Is t	Is the current Strategic Plan emphasized when and where appropriate?				□No
b. D	oes th	he commander keep the PAO fully briefed on current situa	tions which may be newsy	vorthy?	✓ Yes	□No
(1	I) Do	es the PAO report directly to the commander on public aff	airs matters?		✓ Yes	□No
(2	2) Do	pes the PAO concentrate most of his/her efforts toward stra	ategic goals other departm	ental concerns?	✓ Yes	□No
(3	3) Do	nes the PAO review the Strategic Plan quarterly?			✓ Yes	□No
(4	1) Wh	hat action does the commander initiate when the goals of	he Strategic Plan are not	adequately addres	sed?	
	Se	ee Attached Summary				
(5	5) Is 1	the PAO addressing issues assigned to him/her in a timely	manner?		✓ Yes	□No
		commander involved in public contacts?			 ✓ Yes	No
		membership maintained in a service club, safety council, e	etc.?		✓ Yes	 □ No
		bes the commander accept regular speaking engagements		subordinates? §	See Attached S	ummary
			4			
	(a)	If experience is lacking, is the commander doing anythin	ng to correct this?		☑ Yes	□ No
(3	3) Are	e supervisors involved in the community?			✓ Yes	□No
	(a)	Do they make public appearances?			✓ Yes	□No
	(b)	Is training provided for those who lack experience?			✓ Yes	□ No
(4		e all supervisors aware of strategic goals and the approacken towards them?	h the public affairs progra	m has	✓ Yes	□No
	(a)	Are action steps being addressed in a timely manner?			✓ Yes	□No

COMMAND INSPECTION PROGRAM

EXCEPTIONS DOCUMENT

age 1 of 2

Command:	Division:	Chapter:
Amador Area	Valley	8
Inspected by:		Date:
B. Kynaston		09/10/2009

	Inspection docume	on number. Under "Forward ent shall be utilized to docun	I to:" enter the nex nent innovative pra	
TYPE OF INSPECTION ☐ Division Level ☐ Command L ☐ Executive Office Level	₋evel	Total hours expended of inspection: 16	on the	☐ Corrective Action Plan Included ☐ Attachments Included
Follow-up Required:	Forwa	rd to:		
☐ Yes	☐ Yes ☐ No Due Date:			
Chapter Inspection:		阿里斯斯斯		·····································
Inspector's Comments Regar	ding Ir	novative Practices:		T
None.				D: ==
Command Suggestions for S	tatewic	le Improvement:		
. one.				
Inspector's Findings:				34

Introduction

The Amador Area conducted a comprehensive evaluation of the public's reaction to the Command, to ensure efficiency and compliance with departmental policy. As part of the evaluation, the inspection team looked at the public's reaction through a variety of sources, such as community leaders, allied agencies, judicial authorities, received complaints and compliments, etc. This team was comprised of Lt. B. Kynaston (#12996), Amador Area, and the Amador Area PIO, Officer C. Harmon (#12205). The inspection team began the inspection on August 9, 2009, at 0900 hours, and completed the inspection on 09/10/2009.

The following documents were completed as part of this inspection:

- Exceptions Document (CHP 680A)
- Public Reaction Checklist (CHP 453H)

Prior Audits

is unknown when the last prior audit of these processes was completed.

COMMAND INSPECTION PROGRAM

EXCEPTIONS DOCUMENT

age 2 of 2

Command:	Division:	Chapter:
Amador Area	Valley	8
Inspected by:		Date:
B. Kynaston		09/10/2009

Summary of Finding	S		

Summary of Findings	
There were no discrepancies noted during this inspection and the Area appears to be in codepartmental policy and procedures.	ompliance with
Commander's Response: Concur or Do Not Concur (Do Not Concur shall document basis	for response)
None.	
Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings etc.)	unchanged,
None.	
Required Action	
Corrective Action Plan/Timeline	
None.	
Employee would like to discuss this report with the reviewer.	2000
(See HPM 9.1, Chapter 8 for appeal procedures.) O9/11/ INSPECTOR'S SIGNATURE DATE	
S. 1. 9/11	109
Reviewer discussed this report with REVIEWER SIGNATURE DATE	100
Concur Do not concur	101

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Amador	Valley	295
EVALUATED BY		DATE
B. Kynaston / 12	2996	09/10/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	mal Evaluation	SUSPENSE DATE	Sileu.		
FOLLOW-UP REQUIRED Yes No	☐ Correction Report	COMMANDER'S REVIEW		DATE 09/11/20	09
1. COMMUNITY OPINION	Commission of the Commission o	EVALUATED	ACTION REQUIRED	CORRECTE	D
a. How does the community as	a whole feel about the Department	? The community is ver	y supportive and appreci	iative of th	e job that
the Amador Area does throu	ighout the county.			х	
(1) Do all sectors of the con	nmunity have the same opinion?			✓ Yes	□No
b. Has good rapport been estal	blished with leaders within the comr	nunity?	16	✓ Yes	□No
c. Do people believe the Depar	tment represents their best interests	s?		✓ Yes	□ No □
d. Does the Department have the	he reputation of impartially enforcin	g laws?		✓ Yes	□No
e. Do people in the community	feel the Department is doing a good	i job?		✓ Yes	□No
f. How does the reputation of the	he Department compare with other	agencies in the area? A	lthough all agencies are	highly res	spected,
the CHP has a great reputati	on with the community, and is often	n looked to for handling	issues within allied ager	ncy jurisdi	ctions.
2. THE OFFICER AND PUBLIC CO	ONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED)
a. What procedures have been	established to handle positive and/	or negative comments by	/ pleased/displeased mo	torists? Po	ositive
comments are forwarded on t	to the respective employees and nega	ative complaints are quic	kly dealt with through fo	rmal/infori	mal process.
(1) What is the ratio of complim	ents to complaints? The number of	of compliments far excee	ed the number of comple	ints.	
(2) Does it appear officers a	re making successful public contact	ts?		✓ Yes	□No
(3) Is recognition given to th	e complimented officers?			✓ Yes	□No
(a) How? CHP 100 Fo	orm comments, Commendable CHP	Form 2s, acknowledgm	ent at Area training day	s, etc.	
(4) Has an effort been made	to determine why some officers are	e more successful at pos	itive public contacts?	✓ Yes	□No
(5) Are officers with patterns	of complaints provided with correct	tive training and direction	1?	✓ Yes	□No
b. Based on information from the	e public appearing at the Area office	e to clear citations, what	is the general opinion of	Area offic	ers? Most
coming into the Area office t	o clear a citation have a very positi	ve opinion of the Area o	fficers. They often than	k us for do	oing our job
and understand why the offic	er issued a citation for the particula	ar incident. Many like to	stay around and chat at	ter clearin	g the cite.
(1) What is the opinion of the	e public appearing at court regarding	g Area officers? Althoug	gh no one was specifical	ly intervie	wed
regarding this, the Area	has not received any complaints reg	garding officer testimony	y or conduct in court, A	dditionally	, the Area
officers are continually p	praised by the Court Judges for thei	r testimonies and condu	ct in court		

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		. (
((6)	Does the program follow departmental priorities?	✓ Yes	□No
-	(7)	Are all grade levels included?	☐ Yes	☑ No
	(8)	How is the success of the program measured? The primary program utilized is the Start Smart Program.	The success	is measured
		by the amount of teen collisions and rules-of-the-road violations cited within the county.		
-	(9)	Is it successful?	✓ Yes	□No
	(10	Are activities coordinated in conjunction with Division recruitment efforts?	✓ Yes	□No
5.	PUB	LIC AFFAIRS PROGRAM EVALUATED ACTION REQUIRED	CORRECTED	
a.	На	is the commander identified problems that should be resolved through the Public Affairs Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups within the community?	✓ Yes	□No
	(2)	Are ethnic groups' problems considered?	✓ Yes	□No
	(3)	Are bilingual officers utilized?	Yes	✓ No
	(4)	Is the current Strategic Plan emphasized when and where appropriate?	✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situations which may be newsworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affairs matters?	✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?	✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed	ed? Althoug	the Area
		Commander has not experienced this yet, if the Strategic Plan was not adequately addressed by the PIO, t	he Command	der would
		utilize whatever methods were needed to ensure this was being done (i.e., training, plan review, progressi	ve discipline	, etc.).
	(5)	Is the PAO addressing issues assigned to him/her in a timely manner?	✓ Yes	□No
c.	ls t	he commander involved in public contacts?	✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, etc.?	✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements, or are these delegated to subordinates? The	e Commande	r handles all
		of the public speaking engagement requests, unless he is away from the Area, at which time a Sergeant or	the PIO wo	ıld be chosen
		to handle the speaking engagement.		
		(a) If experience is lacking, is the commander doing anything to correct this?	✓ Yes	□No
	(3)	Are supervisors involved in the community?	✓ Yes	□No
		(a) Do they make public appearances?	✓ Yes	□No
		(b) Is training provided for those who lack experience?	✓ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	✓ Yes	□No
h		(a) Are action steps being addressed in a timely manner?	✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d. Are	e all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Special	Valley	8
Services		
Inspected by: Lt. White	9	Date: 9/14/09

Chapter:

Division:

Page 1 of 1	Inspected by: Lt. White	Date: 9/14/09
INSTRUCTIONS: This document shall be typed number of the inspection in the Chapter Inspection in the Chapter Inspection in the Chapter Inspection in the routed to and its due date. This document improvement, identified deficiencies, corrective and the control of the control o	on number. Under "Forward to:" enter the ne ent shall be utilized to document innovative p	ext level of command where the document ractices, suggestions for statewide
TYPE OF INSPECTION	Total hours expended on the	☐ Corrective Action Plan Included
☐ Division Level ☐ Command Level	inspection: 1	
☐ Executive Office Level		Attachments Included
Forwa	ird to:	
☐ Yes No	Pate:	
Chapter Inspection:		
Inspector's Comments Regarding I	nnovative Practices:	
None.		
Command Suggestions for Statewi	de Improvement:	
None.		
Inspector's Findings:		
None.		
Commander's Response: 🗵 Concu	ur or ☐ Do Not Concur (Do Not Con	cur shall document basis for response)
Inspector's Comments: Shall address etc.)	s non concurrence by commander (e.g.,	findings revised, findings unchanged,
Required Action		
Corrective Action Plan/Timeline		
Employee would like to discuss this report v the reviewer. (See HPM 9.1, Chapter 8 for appeal proced		DATE 9/14/09 DATE 9/14/09
☐ Reviewer discussed this report with demployee ☐ Do not concur	REVIEWER'S SIGNATURE	DATE 1.1/2/29

Command:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Special Services	Valley	201
EVALUATED BY		DATE
Lt. Jaeson White		09/14/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		LUATION al Evaluation	rmal Evaluation	SUSPENSE DATE			
_	w-up F Yes	REQUIRED No	Correction Report	COMMANDER'S REVIEW	XXX	09/16/20	
1. C	OMM	IUNITY OPINION		EVALŬATED	ACTION REQUIRED	CORRECTE)
a.	Hov	w does the community as	s a whole feel about the Department	? The specialized enforc	ement units are well reco	eived in th	е
	cor	mmunity.					
	(1)	Do all sectors of the con	mmunity have the same opinion?			✓ Yes	□No
b.	Has	s good rapport been esta	ablished with leaders within the comr	munity?		✓ Yes	□No
C.	Do	people believe the Depa	rtment represents their best interest	s?		✓ Yes	□No
d.	Doe	es the Department have	the reputation of impartially enforcin	g laws?		✓ Yes	□No
e.	Do	people in the community	γ feel the Department is doing a good	d job?		✓ Yes	□No
f.	Hov	w does the reputation of	the Department compare with other	agencies in the area? D	ue to the specialized nat	ure of Spe	ecial
	Ser	vices Command, allied a	agencies do not have the same enfor				
2. Tł	IE OI	FFICER AND PUBLIC C	CONTACTS	EVALUATED	ACTION REQUIRED	CORRECTED)
a.	Wha	at procedures have beer	n established to handle positive and/	or negative comments by	/ pleased/displeased mo	torists? Si	upervisors
	rece	eive phone call inquiries	from the public.				
(1)	Wh	nat is the ratio of complin	nents to complaints? Unknown.				
	(2)	Does it appear officers	are making successful public contac	its?		✓ Yes	□No
	(3)	Is recognition given to the	he complimented officers?			✓ Yes	□No
		(a) How? Verbal or 1	00 Form comments.				
	(4)	Has an effort been mad	le to determine why some officers ar	e more successful at pos	sitive public contacts?	☐ Yes	☑ No
	(5)	Are officers with pattern	s of complaints provided with correc	tive training and direction	1?	✓ Yes	□No
b.	Bas	ed on information from t	he public appearing at the Area offic	e to clear citations, what	is the general opinion of	Area offic	ers?
	Not	applicable.					
	(1)	What is the opinion of th	ne public appearing at court regardin	ng Area officers?			
		The officers are well re	eceived in court.				
1							

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION **PUBLIC REACTION**

_	/0	\ \A/hat if any other mathed an intilined to determine the	naining of Assa office O			
	(2) What, if any, other methods are utilized to determine public o	philion of Area oπicers?			
		O MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED)
Cestin.	110100000	S MEDIA				
	a _{c:} Ha	ave guidelines been established to foster harmonious relations	with the new media?		Yes	□ No
	(1)	Does the media treat the Department favorably?			Yes	□No
	(2)	Are media representatives satisfied with their relationship wit	th the Department?		Yes	□No
		(a) Has good rapport been established between Area perso	nnel and the media?		☐ Yes	□No
	(3)	Have personnel emphasized the Strategic Plan goals when p	possible and applicable?		☐ Yes	□No
t	. Ha	ave procedures been established for the routine dissemination	of accident/incident infor	mation?	☐ Yes	□ No
	(1)	Is "Code 20" or a similar device used for more spectacular in	cidents?		☐ Yes	□No
		(a) How are other kinds of news information disseminated to	the media?			
	. Ar	e there specially prepared and coordinated programs to handle	specific traffic problems	?	☐ Yes	□No
	(1)	Are multi-lingual programs emphasized?			☐ Yes	□No
	(2)	Are public affairs press releases distributed to the public in a	timely manner?		☐ Yes	□No
	(3)	Is there adequate media involvement at local Area events?			☐ Yes	□No
d	. Нс	w are releases produced by headquarters distributed?				
			S			
	(1)	Is there follow-up to ensure releases are received in a timely	manner, and meet the r	eeds of the media?	☐ Yes	□No
	(2)	Who is responsible to monitor the media for items concerning	the Department?			
		(a) Are significant items sent to headquarters?			☐ Yes	□No
	(3)	Are harmonious relations established and maintained with the	e media by the PAO?		☐ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			Yes	□No
4. 5	SCHO	POLS	EVALUATED	ACTION REQUIRED	CORRECTED	8
а	Ha	s the commander identified problems that should be resolved t	brough the public affairs	program?	☐ Yes	□No
		Who supervises the program?			Yes	□ No
_	(2)	Is preplanning evident in the school program?			☐ Yes	□ No
	(3)	Is the program designed and directed toward the solution of s	specific problems?		□ Yes	□ No
		Are activities discussed and planned with school administrator				□ No
-			// S :		Yes	
	(5)	Has the program been approved by the commander?			☐ Yes	□ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6	Does the program follow departmental priorities?			☐ Yes	□No
	(7	Are all grade levels included?			☐Yes	□No
	(8)	How is the success of the program measured?				
	(9)	ls it successful?			☐ Yes	□ No
	(1	Are activities coordinated in conjunction with Division recru	itment efforts?		☐ Yes	□No
5.	PUB	LIC AFFAIRS PROGRAM	EVALUATED	ACTION REQUIRED	CORRECTED	0
	a. Ha	as the commander identified problems that should be resolved	through the Public Affair	rs Program?	☐ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate group	s within the community?		☐ Yes	□No
	(2)	Are ethnic groups' problems considered?			☐ Yes	□No
	(3)	Are bilingual officers utilized?			☐ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where a	ppropriate?		☐ Yes	□No
	b. Do	es the commander keep the PAO fully briefed on current situa	ations which may be new	sworthy?	☐ Yes	□No
	(1)	Does the PAO report directly to the commander on public af	fairs matters?		☐ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward str	ategic goals other depar	tmental concerns?	☐ Yes	□No
P	(3)	Does the PAO review the Strategic Plan quarterly?			☐ Yes	□No
	(4)	What action does the commander initiate when the goals of	the Strategic Plan are no	ot adequately addresse	d?	
		*				
	(5)	Is the PAO addressing issues assigned to him/her in a timely	y manner?		☐ Yes	□No
	c. Is t	the commander involved in public contacts?			☐ Yes	□No
	(1)	Is membership maintained in a service club, safety council,	etc.?		☐ Yes	□No
	(2)	Does the commander accept regular speaking engagements	s, or are these delegated	to subordinates?		
		(a) If experience is lacking, is the commander doing anythin	ng to correct this?		☐ Yes	□No
	(3)	Are supervisors involved in the community?			Yes	□No
		(a) Do they make public appearances?			☐ Yes	□No
		(b) Is training provided for those who lack experience?			☐ Yes	□No
	(4)	Are all supervisors aware of strategic goals and the approactaken towards them?	h the public affairs progr	am has	☐ Yes	□No
)		(a) Are action steps being addressed in a timely manner?			☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

d.	Are	all employees encouraged to understand and participate in public affairs programs?	☐ Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☐Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	□Yes	□ No

Public Affairs programs are handled via Valley Division.